



STIC Search Report

EIC 2100

STIC Database Tracking Number: 11574

TO: Leslie Wong
Location:
Art Unit : 2177
Monday, March 01, 2004

Case Serial Number: 10055828

From: Geoffrey St. Leger
Location: EIC 2100
PK2-4B30
Phone: 308-7800

geoffrey.stleger@uspto.gov

Search Notes

Dear Examiner Wong,

Attached please find the results of your search request for application 10/055828. I searched Dialog's foreign patent files, technical databases, product announcement files and general files.

Please let me know if you have any questions.

Regards,

Geoffrey St. Leger
4B30/308-7800



STIC EIC 2100 Search Request Form

115583

Today's Date:

3/1/04

What date would you like to use to limit the search?

Priority Date: 10/26/01

Other:

Name Leslie Wong

AU 2177 Examiner # 78953

Room # 4D41 Phone 5-3018

Serial # 10/055828

Format for Search Results (Circle One):

PAPER DISK EMAIL

Where have you searched so far?

USP DWPI EPO JPO ACM IBM TDB

IEEE INSPEC SPI Other _____

Is this a "Fast & Focused" Search Request? (Circle One) YES NO

A "Fast & Focused" Search is completed in 2-3 hours (maximum). The search must be on a very specific topic and meet certain criteria. The criteria are posted in EIC2100 and on the EIC2100 NPL Web Page at <http://ptoweb/patents/stic/stic-tc2100.htm>.

What is the topic, novelty, motivation, utility, or other specific details defining the desired focus of this search? Please include the concepts, synonyms, keywords, acronyms, definitions, strategies, and anything else that helps to describe the topic. Please attach a copy of the abstract, background, brief summary, pertinent claims and any citations of relevant art you have found.

Topic: Rating of Customer feedback

Novelty: Store Negative value for a word having a negative connotation and positive value for a positive connotation

* Especially, store modifier values for adjectives to increase or decrease the positive/negative value.

for example: happy 8
very happy 9

Search report in fast attached

STIC Searcher

Geoffrey St. Leger

Phone

308-7800

Date picked up

3/1/4

Date Completed

3/1/4



File 275:Gale Group Computer DB(TM) 1983-2004/Mar 01
(c) 2004 The Gale Group
File 621:Gale Group New Prod.Annou.(R) 1985-2004/Mar 01
(c) 2004 The Gale Group
File 636:Gale Group Newsletter DB(TM) 1987-2004/Mar 01
(c) 2004 The Gale Group
File 16:Gale Group PROMT(R) 1990-2004/Mar 01
(c) 2004 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2004/Mar 01
(c)2004 The Gale Group
File 624:McGraw-Hill Publications 1985-2004/Feb 27
(c) 2004 McGraw-Hill Co. Inc
File 15:ABI/Inform(R) 1971-2004/Feb 28
(c) 2004 ProQuest Info&Learning
File 647:CMP Computer Fulltext 1988-2004/Feb W3
(c) 2004 CMP Media, LLC
File 674:Computer News Fulltext 1989-2004/Feb W4
(c) 2004 IDG Communications
File 696:DIALOG Telecom. Newsletters 1995-2004/Mar 01
(c) 2004 The Dialog Corp.
File 369:New Scientist 1994-2004/Feb W4
(c) 2004 Reed Business Information Ltd.
File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire
File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc
File 610:Business Wire 1999-2004/Mar 01
(c) 2004 Business Wire.
File 613:PR Newswire 1999-2004/Feb 29
(c) 2004 PR Newswire Association Inc

Set	Items	Description
S1	7589002	WORD? ? OR KEYWORD? ? OR TERM? ? OR BUZZWORD? ? OR TERMINOLOGY OR PHRASE? ? OR SENTENCE? ? OR EXPRESSION? ?
S2	360506	S1(7N) (VALUE OR VALUES OR NUMBER? ? OR NUMERAL? ? OR SCORE? ? OR SCORING OR RATING OR WEIGHT? ? OR GRADE? ? OR GRADING)
S3	5519995	FEEDBACK? ? OR COMMENT? ? OR REMARK??? OR OPINION? ? OR ATTITUDE? ? OR REACT??? OR REACTION? ? OR FEELINGS OR FEEL OR FELT OR EMOTION??
S4	784322	S3(7N) (PEOPLE OR PERSON? ? OR FRIEND? OR INDIVIDUAL? ? OR EMPLOYEE? ? OR MEMBER? ? OR STUDENT? ? OR SOMEONE OR ANYONE OR USER? ? OR PARTICIPANT? ? OR SUBSCRIBER? ? OR BUYER? ? OR CUSTOMER? ? OR CONSUMER? ? OR VISITOR? ? OR GUEST? ?)
S5	2310	S2(50N)S4
S6	1523	S2(30N)S4
S7	1134943	(HIGH??? OR LOW???) (7N) (VALUE OR VALUES OR NUMBER? ? OR NUMERAL? ? OR SCORE? ? OR SCORING OR RATING OR WEIGHT? ? OR GRADE? ? OR GRADING)
S8	137	S2(20N)S4(20N)S7
S9	107	RD (unique items)
S10	91	S9 NOT PY=2002:2004
S11	19668	S1(5N) (ASSIGN??? OR GIVE? ? OR GIVING OR ASSOCIAT???) (5N) (VALUE OR VALUES OR NUMBER? ? OR NUMERAL? ? OR SCORE? ? OR SCORING OR RATING OR WEIGHT? ? OR GRADE? ? OR GRADING)
S12	116	S11(50N)S4
S13	87	RD (unique items)
S14	73	S13 NOT PY=2002:2004
S15	1240397	SATISFACTION OR SATISFIED OR DISSATISFIED OR HAPPY OR UNHAPPY
S16	481275	S15(7N) (PEOPLE OR PERSON? ? OR FRIEND? OR INDIVIDUAL? ? OR EMPLOYEE? ? OR MEMBER? ? OR STUDENT? ? OR SOMEONE OR ANYONE OR USER? ? OR PARTICIPANT? ? OR SUBSCRIBER? ? OR BUYER? ? OR CUSTOMER? ? OR CONSUMER? ? OR VISITOR? ? OR GUEST? ?)
S17	91	S11(50N)S16
S18	52	RD (unique items)
S19	43	S18 NOT (S14 OR PY=2002:2004)

14/9/35 (Item 11 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

00196004 SUPPLIER NUMBER: 15200016 (THIS IS THE FULL TEXT)
An exercise in managing change. (includes related article)
De Meuse, Kenneth P.; McDaris, Kevin K.
Training & Development, v48, n2, p55(3)
Feb, 1994
ISSN: 1055-9760 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1535 LINE COUNT: 00129

ABSTRACT: Trainers can assist employees recognize and master their emotional reaction to organizational change with the help of the Reaction-to-Change (R-T-C) Inventory. User-friendly and broadly applicable, the tool is a non-alarming way to explore and discuss the perceptions and responses of employees to change. The R-T-C Inventory randomly lists 30 words that describe reaction of people to change and that falls into one of three categories: positive, negative and neutral. Participants are asked to encircle the words they feel describe the process of change. Discussions are then conducted based on the results of the inventory. Insights gained from these activities may be used by managers and trainers to prepare employees for change, keep them informed and encourage their participation in the change process.

TEXT:

SOME PEOPLE EMBRACE CHANGE; OTHERS SHUN IT. USE THIS SIMPLE TOOL TO HELP EMPLOYEES MANAGE THEIR INDIVIDUAL REACTIONS TO ORGANIZATIONAL CHANGE.

Today, no company can afford the status quo. The companies that thrive are those that thoughtfully embrace change so that they can manage it to their competitive advantage.

The new focus on change management vests trainers with new responsibilities. Change sparks powerful emotions, and people who are distracted by fear, anger, uncertainty, or sadness cannot learn. Along with teaching employees how to use various tools for change, such as problem-solving strategies, trainers must help employees make sense of and master their emotional responses to change. By doing so, trainers help engage all parties as supportive stakeholders in the process of change.

To help trainers foster organizational change, we developed the Reaction-to-Change (R-T-C) Inventory--an easy-to-use, broadly applicable tool. The R-T-C Inventory can stand alone as an exercise and also fits well into seminars on organizational change. You can use this inventory to help employees at all levels discover how they perceive and react to change.

The R-T-C Inventory provides a nonthreatening structure in which to explore and discuss those perceptions and reactions. This type of discussion helps people understand and modify their own reactions to change and understand and adapt to the reactions of their supervisors, subordinates, and co-workers. And, by prompting participants to reflect on what it takes to bring about positive change, it helps them develop ownership in the change process.

The inventory also serves as a diagnostic instrument. By exploring how individual employees react to changes in the workplace, the R-T-C Inventory casts light on how the organization as a whole responds to change. Managers and trainers can use these insights in their efforts to prepare employees for change, keep them informed, and get them involved in fostering change.

Describing reactions to change

In general, a person reacts to change in one of three ways: accepting and supporting change; complying with change in action but not in spirit; or resisting change, either passively or actively.

TABLE 1

The Reaction-to-Change Inventory

Directions: Circle the words below that you most frequently associate with

change. (This table shows the value of each word in parentheses for scoring

purposes. When administering the R-T-C Inventory, do not reveal the values until participant have finished the inventory.)

Adjust (0)	Different (0)	Opportunity (+10)
Alter (0)	Disruption (-10)	Rebirth (+10)
Ambiguity (-10)	Exciting (+10)	Replace (0)
Anxiety (-10)	Fear (-10)	Revise (0)
Better (+10)	Fun (+10)	Stress (-10)
Challenging (+10)	Grow (+10)	Transfer (0)
Chance (0)	Improve (+10)	Transition (0)
Concern (-10)	Learn (+10)	Uncertainty (-10)
Death (-10)	Modify (0)	Upheaval (-10)
Deteriorate (-10)	New (+10)	Vary (0)

The R-T-C Inventory consists of 30 words that illustrate the ways that people react to change. The 30 words, culled by experts from an original list of 45, were derived from the professional literature about organizational change. The words are listed randomly, but each falls into one of three categories: words that conjure positive images of change (such as "fun" and "opportunity"), words that depict change negatively (such as "anxiety" and "upheaval"), and words that cast change in a neutral light (such as "different" and "transfer"). Participants are asked to circle the words that they most strongly associate with change.

All positive words have a value of +10. All negative words have a value of -10. Neutral words have a value of zero. Individual scores can range from a low of -100 (if a person circled only all 10 negative words) to a high of +100 (if a person circled only all 10 positive words). If a person circled all the words, the positive and negative values would cancel each other out for a score of zero. (See "Scoring the R-T-C Inventory.")

Field results

The R-T-C Inventory has been tested with 224 employees in three organizations--a regional hospital, a state bank, and a county government. At all of these organizations, as expected, some participants emerged as supportive of change, some as resistant to change, and some as willing to comply with change. In these tests, more participants seemed inclined to support or accept change than to resist it. The strong showing might reflect the fact that more managers than nonmanagers participated in these tests. Managers more often introduce and champion change.

In all three cases, the R-T-C Inventory prompted participants to suggest ways that their organizations could do a better job of fostering change:

- * involving employees in the process early on
- * giving employees a meaningful say in what changes would take place and when
- * communicating about changes more frequently
- * keeping managers highly visible as role models for change.

Prompting discussion

When using the R-T-C Inventory as a stand-alone exercise, try to limit groups to 20 participants. At the beginning of the exercise, ask participants to complete the inventory and score it. (To calculate scores, show the values of each word on an overhead projector or read the words and their assigned values aloud.) Prompt discussion of inventory results with the following types of questions:

- * Why do you think you react to change the way you do?
- * What might make change easy or difficult for you?
- * What are some common fears about change? How can we overcome them?

You also can use the inventory to explore particular changes that have taken place in a workplace. Ask participants to complete the R-T-C Inventory with a particular workplace change in mind that they perceive as negative. Then ask them to complete it again with another workplace change in mind that they perceive as positive. Have them score both inventories and compare the results. Guide the discussion to focus on why employees react differently to different changes and differently from each other to the same change. The following questions can help:

- * What factors make it more likely that a change will receive a positive reception?
- * Why might a person who welcomes one change resist another?
- * What principles should companies follow in introducing change, to ensure acceptance and follow-through?

Build on this discussion by having participants brainstorm ideas for managing people who fall into each category. Ask participants the following

questions:

- * How can companies harness the enthusiasm of supporters to help promote change in positive ways?
- * How can companies inspire commitment to change from employees who are just going through the motions?
- * How can companies break through fear and apathy and involve employees who resist change?

TABULAR DATA OMITTED

No right or wrong

You also might use the R-T-C Inventory in conjunction with a personality-assessment tool, an approach that works well to illuminate how people with different personal styles respond to change. This strategy offers another chance to reinforce the message that healthy organizations need people with all types of personalities and who react to change in different ways. For instance, people who are inclined to resist change prompt organizations to think carefully about what they are trying to accomplish, and can inspire improvements in the change process.

When discussing the results of the R-T-C Inventory, underscore the value that each person brings to the change process, regardless of how he or she scores. Stress that there are no right or wrong ways to answer the inventory; it is designed to illustrate a continuum of reactions to change, not to assign labels (such as "supporter" and "resister") to participants.

The facilitator must enable participants to share their reactions comfortably and distill their perceptions into action plans for implementing change effectively.

A word of caution: Trainers need at least several years of experience and strong facilitation skills to administer the R-T-C Inventory. Beginning trainers might find it difficult to get participants to articulate why change makes them uneasy or what they fear from change.

Ongoing research suggests that the inventory eventually will evolve into a method for identifying the circumstances and emotions that trigger people's reactions to change and for assessing how well organizations manage various aspects of change. Meanwhile, the R-T-C Inventory can help further change in the workplace by prompting discussion of the fears and hopes that change inspires and identifying ways that organizations can tailor their change strategies and programs to address those reactions.

Scoring the R-T-C Inventory Directions: Your facilitator will provide you with a value for each word on the inventory. To interpret your score, total the values of all the words you have circled and compare the total to the following scale.

- * Scores of 40 and above indicate strong support for change.
- * Scores between 20 and 30 indicate moderate support for change.
- * Scores between -10 and 10 indicate willingness to comply with change.
- * Scores between -20 and -30 indicate moderate resistance to change.
- * Scores of -40 and below indicate strong resistance to change.

Kenneth De Meuse is an associate professor of management for the Department of Business Administration, the University of Wisconsin, Eau Claire, WI 54702. Kevin McDaris is president of the consulting firm MPC, 3315 Bob Wallace Avenue, Suite 207, Huntsville, AL 35804.

COPYRIGHT 1994 American Society for Training and Development Inc.

14/3,K/35 (Item 11 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

07196004 SUPPLIER NUMBER: 15200016 (USE FORMAT 7 OR 9 FOR FULL TEXT)
An exercise in managing change. (includes related article)
De Meuse, Kenneth P.; McDaris, Kevin K.
Training & Development, v48, n2, p55(3)
Feb, 1994
ISSN: 1055-9760 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1535 LINE COUNT: 00129

... and trainers can use these insights in their efforts to prepare employees for change, keep them informed, and get them involved in fostering change.

Describing **reactions** to change

In general, a **person reacts** to change in one of three ways: accepting and supporting change; complying with change in action but not in spirit; or resisting change, either passively or actively.

TABLE 1

The Reaction-to-Change Inventory

Directions: Circle the **words** below that you most frequently **associate** with

change. (This table shows the **value** of each word
and provides for **scoring**)

NOTE: When administering the R-T-C Inventory, do not reveal the values until participant have finished the inventory.)

Adjust (0)

Different (0)

Opportunity (+10...

14/3,K/36 (Item 12 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

01441 SUPPLIER NUMBER: 14375975 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Natural language searching: has it arrived?
Information Advisor, v5, n8, p1(2)
August, 1993
ISSN: 1050-1576 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 964 LINE COUNT: 00077

... a quick look at them here.

DOWQUEST

Dow Jones News/Retrieval introduced its DowQuest search engine back in 1989. Based on a principle called relevance **feedback**, DowQuest allows **users** to search The Wall Street Journal and other periodicals on the DJN/R service simply by entering the **keywords** that occur to them. The systems **assign a value** to each **word** based on its uniqueness, then retrieves relevant articles on the basis of how often each word appears. One of the **examples** of this system...

14/3,K/37 (Item 13 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

06432216 SUPPLIER NUMBER: 13610158 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Random thoughts. (assessing the worth of retail bank customers; usage of principal-only mortgaged-backed bonds) (Column)
Rose, Sanford
American Banker, v158, n65, p4(1)
April 6, 1993
DOCUMENT TYPE: Column ISSN: 0002-7561 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1211 LINE COUNT: 00096

... of the assessment.

But precisely because it is future oriented, this framework should properly become the bedrock measure on which to ground the bank's **attitude** toward the origination of any **given customer** relationship.

Rigorously **phrased**, if the discounted present **value** of the estimated future revenues to be derived from the relationship exceeds the similarly discounted present value of the estimated costs to serve, - including the...

14/3,K/38 (Item 14 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

04602765 SUPPLIER NUMBER: 09112415 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Max Factor marketing efforts touted. (Max Factor and Co.)

Source: Interview, v12, n18, p28(1)

04602765 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 468 LINE COUNT: 00036

... marketing ability for its new product flow. Some 80% of buyers score it excellent or above average by this measure, and 92% award a positive **rating**. In **terms** of product quality, 83% of the buyers **give** the vendor a **rating** of excellent, above average or average.

The company also is highly regarded for its sales force, promotions and P-O-S displays. "New products are doing extremely well in all of the stores," **comments** one chain drug **buyer**. "The prepacks for makeup and powder are outstanding."

"Max Factor still maintains a good position in our store," says another. "I have a very good..."

14/3,K/39 (Item 15 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

04149856 SUPPLIER NUMBER: 08149469 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Fibers: looking to the 90's. (future of textile fiber industry)

Maycumber, S. Gray
Daily News Record, v19, n232, p8(3)
Nov 28, 1989

ISSN: 0162-2161 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 2229 LINE COUNT: 00167

... fabrics, and second, blended with high quality fine count wool, ... and rayon in a spun filament blend.

"This will produce a high-quality, high- **value** fabric. We believe that the **buzzword** in the market is **value**, and we **feel** microdenier products can **give** value. The **consumer** will spend more for high quality products from all standpoints. Value, not price, will be very important for the '90s."

Du Pont's microfiber line...

14/3,K/40 (Item 16 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

04117052 SUPPLIER NUMBER: 08029513 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Browsing access to visual information.

Gecsei, Jan; Martin, Daniel
Optical Information Systems, v9, n5, p237(5)
Sept-Oct, 1989

ISSN: 0886-5809 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 2517 LINE COUNT: 00201

... in document retrieval, formula (1) has the drawback that the similarity criterion is fixed. One way of making the system to adapt itself to the user's actual preferences and interests is relevance **feedback**. We implemented a different method, consisting of **assigning weights** to **keywords**. When a selection is made from the context, the weights of those keywords which are common in the last N selections are increased. The adjustable...

14/3,K/41 (Item 17 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

066666 SUPPLIER NUMBER: 06583344 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Motivated servers increase sales. (restaurant industry) (column)
LaGreca, Gen
Restaurant Business, v87, n12, p84(1)
Aug 10, 1988
DOCUMENT TYPE: column ISSN: 0097-8043 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
WORD COUNT: 925 LINE COUNT: 00071

... performance after the training is completed, have failed to attain noteworthy results. And, the most expensive shopper and sales tracking programs are of little long- **term value** if the manager does not **give feedback** and communicate results to the **employees**.

I also think the use of awards achieves better results. Incentives increase motivation and serve as a way of continually emphasizing the importance of sales...

14/3,K/42 (Item 18 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

02839830 SUPPLIER NUMBER: 04120197 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Keying in on convenience; retailers can act to double the size of their trading areas.
Chain Store Age Executive with Shopping Center Age, v62, p11(3)
Feb, 1986
ISSN: 0193-1199 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 1556 LINE COUNT: 00118

... store that has outstanding selection so that I can find the things I want quickly and I can choose from higher or lower prices.

This **comment** comes from one of the **participants** of a recent study of consumer shopping behavior conducted by Leo Shapiro & Associates for Chain Store Age Executive. The study is an attempt to pinpoint those factors, covered by the umbrella term convenience, that influence store patronage.

According to Leo Shapiro, president of Leo Shapiro & Associates, the **term** convenience encompasses a **number** of factors that make shopping easier and more pleasant. While travel time is obviously a major factor, it is not necessarily the most significant one...

14/3,K/43 (Item 19 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

02829674 SUPPLIER NUMBER: 04103705 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Contractor survey; contractors, users navigate project pitfalls. (Energy User News survey)
Racanelli, Vito
Energy User News, v11, p1(4)
Mar 20, 1986
ISSN: 0162-9131 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 1755 LINE COUNT: 00141

... their maintenance in the second and third years of a conservation project, especially with EMS, so that their savings decay precipitously or evaporate.

Lastly, contractors **feel** that **users** are too "price conscious," to the extent of being penny wise and dollar foolish. Although price is the bottom line, sources say, users sometimes neglect to look at the long-term consequences of a project and **give** relatively small price differences disproportionate **weight** in a decision that should be made on the basis of contractor and product quality, project design and long-term savings.

Larry

14/3,K/44 (Item 20 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

02337393 SUPPLIER NUMBER: 03707490 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Give them fun and fundamentals.

Author: James L.
Journal: Marketing Management, v134, p94(5)
Date: 1, 1985
ISSN: 0163-7517 LANGUAGE: ENGLISH RECORD TYPE:
FULLTEXT
WORD COUNT: 2232 LINE COUNT: 00177

... a product being promoted. Often, however, this hour-by-hour, day-by-day logging is unwieldy. An effort should be made, however, to provide weekly **feedback** on a **person-by-person** or team basis.

Support the final drive with a "stimulation" memo to all participants, noting progress toward the goal. About two thirds of the way through the contest is a good time for this reminder.

Remember: (1) **Assign** goals in **terms** of exact **numbers**; (2) let participants know where they stand during the contest; and (3) tell the salespeople how they did in terms of goal numbers and winnings...

14/3,K/45 (Item 21 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

01752322 SUPPLIER NUMBER: 02753853 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Playthings: 8th annual breakfast seminar.
Playthings, v81, p61(11)
May 5, 1983
ISSN: 0032-1567 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DATE: 10926 LINE COUNT: 00797

... the home arcade game is somewhere close to the real or original version. Playability is the key to a successful licensed product, in **terms** of **giving** maximum **value** to the **consumer**.

MODERATOR REYSEN: Guy Duvall, your **comments**?

GUY DUVALL: A lot of times, it erodes my margins, to buy something with a license on it because, if I can buy the same...

14/3,K/46 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

02624972 115923779
Management development revisited
Paauwe, Jaap; Williams, Roger
Journal of Management Development v20n2 PP: 180 2001
ISSN: 0262-1711 JRNL CODE: JMD
WORD COUNT: 5607

...TEXT: this mutual investment approach appears to be the best form of

employee organization relationship, not only because it produces much better performance, but also because **employees** seem to **react** most favorably to it. Other alternatives such as the quasi spot contract approach, where short term benefits are given in exchange for well specified tasks, or the underinvestment approach where employees are expected to undertake a broad **number** of responsibilities but the employer **gives** only short- **term** and specific monetary rewards, were far less successful in their results.

When is MD most effective

The fourth question we raised concerned when the individual...

14/3,K/47 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

02300615 102179277
The third age of political communication
Blumler, Jay G
Journal of Public Affairs v1n3 PP: 201-209 Aug 2001
JRNL CODE: JPAF
WORD COUNT: 4755

...TEXT: stores of data that may be tapped into by users in line with their particular needs; mechanisms of interactive exchange; and possibilities of involving large **numbers** of **users** in the **expression** of experiences and **opinions** on a **given** topic instead of just following other people's discussions as in broadcasting.

Of course it is too early to say what sort of a difference...

14/3,K/48 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

02217485 79168732
Savings and investment behaviour in Britain: More questions than answers
Crawford, Dawn
British Industries Journal v21n3 PP: 130-146 Jul 2001
02217485-2069 JRNL CODE: SIJ
WORD COUNT: 6789

...TEXT: the real consumer protection issue is one of preventing consumers allowing their short-term and selfish concerns with immediate gratification undermine their sense of long- **term** moral obligation to self, family and society'. **Given** the huge **numbers** of individuals who do not save out of their current income, a more pertinent issue is why this is the case. A more informative insight would be to find out why **individuals** **feel** it is not necessary to save, or who are unable to save and for what reasons.

CONSUMERS SHOPPING AROUND?

There is a fundamental acknowledgement in...

14/3,K/49 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

02199997 76534366
In whom we trust: Group membership as an effective context for trust development
Williams, Michele
Academy of Management. The Academy of Management Review v26n3 PP: 377-396
Jul 2001

...TEXT: example, in a consulting firm and a public utility, Tjosvold (1988) found a positive correlation between perceptions of cooperative interdependence with another group and positive **feelings** about future interactions with **members** of that group.

...Similar group membership and affect: Outgroup independence. When people view their relationship to an outgroup as independent in **terms** of both goals and **values**, the affect **associated** with that group may be neutral or may reflect the general positive or negative feelings associated with the affective tone of the category's general...

14/3,K/50 (Item 5 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

02163105 72795753
Safety training that works
By: Ham, George
Journal: Safety v46n5 PP: 33-37 May 2001
ISSN: 0014-0139 JRNL CODE: PFS
WORD COUNT: 5912

...TEXT: input, output and outcome. Input (costs of or time used to develop training) can be compared to planning a budget. Output can be assessed in **terms** of the **number** of people trained during a **given** period, cumulative training costs and/or percentage trained versus a performance standard. Outcome can be determined by measuring and evaluating the following criteria (Montante 34):

*Reaction-surveys or interviews to gauge the **emotional** response of **participants** to training.

*Knowledge-usually involves before and after tests of knowledge gained or understanding achieved with respect to training objectives.

*Behavior-may involve proficiency tests...

14/3,K/51 (Item 6 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01821725 04-72716
Treasury performance measurement
By: Dunning, Stephen G
Journal: v19n3 PP: 40-42 May/Jun 1999
ISSN: 1080-1162 JRNL CODE: JCG
WORD COUNT: 1459

...TEXT: this company's example, quality had the most significant weight, with 60 percent. Within each category, individual measures were also assigned weights. The treasury department **felt** the input of its **customers** (i.e., its customer survey results) was the single most important measure, and consequently **assigned** a **weight** of 30 percent.

In **terms** of quality, overall performance was improving. However, customer satisfaction, as measured by the customer survey index, had declined. (This served as proof that there were...

14/3,K/52 (Item 7 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01768075 04-19066

Choice of major: The changing (unchanging) gender gap

Turner, Sarah E; Bowen, William G

Industrial & Labor Relations Review v52n2 PP: 289-313 Jan 1999

ISSN: 0019-7939 JRNL CODE: ILR

WORD COUNT: 9363

...TEXT: family circumstances (which affect both the desire for labor force participation and the need to earn sizable amounts of income), social and parental expectations, and **attitudes** and interests stimulated by faculty and fellow **students** in college.

Empirically, the differences between men and women in observed field distributions can be seen in the context of the familiar Oaxaca decomposition (Formula Omitted)

The first term to the right of the equal sign can be interpreted as the observed difference **associated** with differences in SAT scores, while the second term shows the combined effects of the differences **associated** with the coefficients not attributable to differences in measured achievement. In the case of a logit model or other nonlinear function, the magnitude of the...

14/3,K/53 (Item 8 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

01378974 00-29961

Fab: Content-based, collaborative recommendation

Balabanovic, Marko; Shoham, Yoav

Communications of the ACM v40n3 PP: 66-72 Mar 1997

ISSN: 0001-0782 JRNL CODE: ACM

WORD COUNT: 4333

...TEXT: profile. Data structures for both of these are created using features extracted from the text of the documents. Often some weighting scheme is used which **gives** high **weights** to discriminating **words**. For instance, Fab's five topweighted **words** from the IRS Forms and Publications page are "faint-of-heart" (0.33), "tax" (0.28), "regulations" (0.25), "tax-payer" (0.23) and "commissioner" (0.22). When a page for a user has been picked, it can be shown to them and **feedback** of some kind collected. If the **user** liked a page, weights for the words extracted from it can be added to the weights for the corresponding words in the user profile. This...

14/3,K/54 (Item 9 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

01311509 99-60905

Team competencies: Teams can't live by technical skills alone

Anonymous

Getting Results...for the Hands-on Manager Special Report Supplement PP: 2 Oct 1996

ISSN: 1088-4343 JRNL CODE: SPM

WORD COUNT: 253

...TEXT: wasn't the way he felt at all, but his tendency to interrupt and the comments he made gave the impression that he placed no **value** on what others said.

SPEAKING: Clarity of **expression**, ability to **give** out information.

DIALOG: **Give** and take of ideas. Do team **members** ask others' **opinions**? Are they able to explain the reasons behind their own opinions? Are they willing to change their opinions as dialog progresses?

PROVIDING **FEEDBACK** : Teams break down, says Stamm, when **members** are not able to let each other know they are having problems.
GROUP GOAL SETTING: It's members' responsibility to contribute and their right to...

14/3,K/55 (Item 10 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01078347 97-37741
Espoused values and organizational change themes
Kabanoff, Boris; Waldersee, Robert; Cohen, Marcus
Academy of Management Journal v38n4 PP: 1075-1104 Aug 1995
ISSN: 0001-4273 JRNL CODE: AMA
WORD COUNT: 10522

...TEXT: regarded as involving "strain," "stress," and "unpleasantness."
However, meritocratic systems focused more on people as participants in the change process; for example: "Of course, some **people** will **feel** uneasy but this should be less of a problem if the process and its context are fully understood."

Indicators of needs, wishes, or intent were also positively correlated with change. Needs tended to be framed positively in this **value** system. Change tended to be **associated** with softer need **words** that implied some degree of participant choice and discretion; exemplary statements include "If we totally rely on someone else to change it, we might end..."

14/3,K/56 (Item 11 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01077557 97-26951
Ethics, gratuities, and professionalization of the purchasing function
Turner, Gregory B; Taylor, G Stephen; Hartley, Mark F
Journal of Business Ethics v14n9 PP: 751-760 Sep 1995
ISSN: 0167-4544 JRNL CODE: JBE
WORD COUNT: 4528

...TEXT: perceived the gratuity as actually involving an ethical issue. Additionally, the pretest was used to determine dollar amounts that would equate the individual gratuities in **terms** of **value** to the participant. To do these things, students were **given** a list of gratuities frequently offered to purchasing agents. **Participants** then identified the gratuities they personally **felt** it would be proper to accept. For those gratuities deemed acceptable, the students then indicated a monetary value that would cause the gratuity to become...

14/3,K/57 (Item 12 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01074296 97-23690
Reinforcing QFD with group support systems
Balthazard, Pierre A; Gargeya, Vidyaranya B
International Journal of Quality & Reliability Management v12n6 PP: 43-62 1995
ISSN: 0265-671X JRNL CODE: IJQ
WORD COUNT: 6991

...TEXT: score of relationships. We should then proceed cautiously with our conclusions, and especially with the conclusions we draw from them[17]. In addition, since group **members** generally have **opinions** that extend beyond just the relative **score** **given** to relationships, a method that

allows fuller **expression** of opinion is desirable.

Exploiting group support systems for QFD

Continuous improvement requires a participative process. All people concerned must put their heads together to...

14/3,K/58 (Item 13 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

01041500 96-90893

GANNET: A machine learning approach to document retrieval

Chen, Hsinchun; Kim, Jinwoo

Journal of Management Information Systems: JMIS v11n3 PP: 7-41 Winter 1994/1995

ISSN: 0742-1222 JRNL CODE: JMI

WORD COUNT: 11185

...TEXT: analyze the user-supplied evidence and "learn" from the users. We envision the proposed design being incorporated in a truly interactive retrieval environment in which **users** can continuously provide relevance **feedback** and the system can adapt to the **users** ' needs.

For future research, we plan to examine the feasibility of adopting weighted bit string (0..1) instead of the original 0/1 **values** for GAs. By **assigning weights** to each key word (gene) (e.g., using the **term frequency** and **inverse document frequency** [73]), a system may be able to better delineate between good genes (concepts, key words) and bad genes. Another research...

14/3,K/59 (Item 14 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

00953216 96-02609

Zen and the art of convergence

Cosson, David

Rural Telecommunications v13n6 PP: 43-49 Nov/Dec 1994

ISSN: 0744-2548 JRNL CODE: RTC

WORD COUNT: 2964

...TEXT: their opportunities to participate in the globalization of business. Note that our recommendation is that a schedule should be developed, but we've made no **comment** about what the **individual** schedule should be. When you have completed the exercise of developing these schedules, you will have something that looks very much like a strategic plan for your company. How soon do you need to make the decisions regarding your schedule, **given** the large **number** of unknowns? In the **words** of Professor Negroponte: "...[m]y advice is, don't wait; it could be a long

14/3,K/60 (Item 15 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

00949318 95-98710

Words or numbers?

Jablonowski, Mark

Risk Management v41n12 PP: 47-50 Dec 1994

ISSN: 0035-5593 JRNL CODE: RMT

WORD COUNT: 2217

...TEXT: and risk management consultants. The results suggest that in some cases words communicate certain events more clearly than numbers, and vice versa.

The survey asked **participants** to indicate which probability **number** they **felt** best typified a **given** word. They did so by making an arrow along a numerical probability scale that ranged from zero (impossible) to one (certain) in .01 increments. Twelve common...

14/3,K/61 (Item 16 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00859410 95-20178

Corporate reporting

Author: Mohamed; Letza, Steve
Management Decision v32n2 PP: 30-40 1994
ISSN: 0025-1747 JRNL CODE: MGD
WORD COUNT: 6395

...TEXT: performance in a retrospective manner. As such, the information is lacking in terms of timeliness, flexibility and an ability to respond effectively to the end- **user**, with little or no input/ **feedback**.

* There is too much emphasis on single earnings **numbers** and very little attention **given** to organizations' "state of health" in **terms** of cash flow and liquidity.

* The structure, design and content of most company reports is more concerned with complying with legal conditions than reflecting business and economic performance.

* Vital information on future plans/intentions and commitments for improved performance levels tends to be absent.

It is **felt** by many **people** that one way of changing management **attitudes** and behaviours is to ensure that the reporting mechanisms become more of a guiding tool, a driver rather than an inhibitor. Most management practices tend...

14/3,K/62 (Item 17 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00859410 95-08802

Union derecognition and personal contracts

James, Phil
Industrial Relations Review & Report n553 PP: 6-13 Feb 1994
ISSN: 0046-9246 JRNL CODE: RRR
WORD COUNT: 4677

...TEXT: representational rights, either formally or informally. UNION MEMBERSHIP The impact of derecognition on union membership was also reported to vary. However, several of the officials **felt** that where membership had fallen, **people** would return to the union as **terms** and conditions deteriorated and the **value** of the incentives **given** to move onto personal contracts declined. In addition, one official suggested that falls in membership may in some cases be less than employers believe. He...

14/3,K/63 (Item 18 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00833428 94-82820

Quality's second coming

Voss, Bristol
Journal of Business Strategy v15n2 PP: 42-44 Mar/Apr 1994
ISSN: 0275-6668 JRNL CODE: JST
WORD COUNT: 1353

...TEXT: gathering mechanisms, but synthesizes the information, cross-referencing customer priorities with internal processing goals.

* GE and Whirlpool: Dropped quality circles as a means of tapping **employee** suggestions because in that format all **comments** were **given** the same **weight**. Now the companies rank employees' pointers in **terms** of customer and corporate priorities.

* Vanguard Cellular Systems: Applies stringent quality controls only as customer defines quality.

* Caterpillar, Northrop, Ingersoll Rand, and Pratt & Whitney: Chose...

14/3,K/64 (Item 19 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00655959 93-07028
Performance Management: A New Perspective
Pajak, Frederick W.
Quality Development v5n4 PP: 11-15 1992
ISSN: 0953-3230 JRNL CODE: EXD
WORD COUNT: 3168

...TEXT: completed at the same time as the "performance review" and provides input for the "personal improvement and development plan" described later. Essential behaviours, in BP **terms**, are those concrete employee practices which **give** effect to the **values** incorporated in the company's vision and values statement. The **employee**'s supervisor **comments** on each of the behaviours and makes an assessment against each on a "strong-weak" scale. Prior to the review meeting, the employee also prepares...

14/3,K/65 (Item 20 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00655959 93-05180
Quality Development: A Regional Approach
Pajak, Francis R.
International Journal of Health Care Quality Assurance v5n2 PP: 7-11 1992
ISSN: 0952-6862 JRNL CODE: HCA
WORD COUNT: 3307

...TEXT: reliability the activities have to do with the creation of target values; and for effectiveness the activities are generally those of quality assurance. Table II **gives** the detailed targets for each core **value**.

TABLE II. SHORT- **TERM** TARGETS

RESPONSIVENESS

In their strategic statements and in their contracts all purchasers and providers will make commitments to obtaining **consumer** views

Purchasers and providers will develop **consumer feedback** methods and instruments that are valid and appropriate
Consumer views will be obtained by providers from all main service areas at least once a year...

14/3,K/66 (Item 21 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00636351 92-51291

Standards in Building Economics - Why We Need Them and How to Write Them

Marshall, Harold E.

American Association of Cost Engineers Transactions v2 PP: L.5.1-L.5.7
1992

ISSN: 0065-7158 JRNL CODE: AEE

WORD COUNT: 3682

...TEXT: the US Department of Energy selecting a single new production reactor to be constructed in the 1990's. The department is required to consider alternative **reactor** designs, production capacities, and sites.

Individual alternatives cost up to \$8 billion in present **value terms**.

Given the intense industry competition, large sums of money, and extreme scrutiny involved, the Department of Energy wanted to be confident that its methodology was...

14/3,K/67 (Item 22 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

00596913 92-12086

Windows Word Processors: InfoWorld Tests the Tools and Features in Six of the High-End Graphical Products

Lombardi, John

InfoWorld v14n6 PP: 78-96 Feb 10, 1992

ISSN: 0199-6649 JRNL CODE: IFW

WORD COUNT: 14852

...TEXT: CGM, among others. In one test we found that the conversion with a highly formatted Word 5.5 file resulted in some slightly inaccurate formatting. **SCORE** : EXCELLENT.

NETWORKING

Word for Windows **gives** the user the option to open an already-open file as read only, or save edit changes under a different name. With Word, if a **user** makes **comments** or annotations in a file, you can choose to have his or her user ID incorporated into the annotations. Additionally, user ID can be associated...

14/3,K/68 (Item 23 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

00596721 92-11894

Subjective Poverty Line Definitions

Flik, Robert J.; van Praag, Bernard M. S.

Economist-Leiden v139n3 PP: 311-330 1991

ISSN: 0013-063X JRNL CODE: ECM

ABSTRACT: Three different methods are outlined that are supposed to identify poverty in a subjective way in the sense that **people** were asked to express their **feelings** about poverty. This is done by conducting surveys in which **people** are asked to answer certain **attitude** questions in which they **give value** judgments in **terms** of income amounts corresponding to welfare labels and insert their own household incomes in one of several welfare-labeled income brackets. The way each method...

14/3,K/69 (Item 24 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

00496090 90-22447

Got No Time

Borys, Walter, Jr.
Supervision v51n5 PP: 6-8 May 1990
ISSN: 0039-5854 JRNL CODE: SUP

...ABSTRACT: of time: 1. They have been given too much work to do. 2. They are not properly trained to do the job they have been **assigned**. 3. A **number** of short- **term** pressures occur at the same time. 4. Employees create the time crunch because they like constant activity. If **employees** **feel** they simply have too much work to do, they need to communicate the problem to their supervisor. The supervisor then can either provide the employee...

14/3,K/70 (Item 25 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00475360 90-01117

Can "Ethics" Be Taught?

Luoma, Gary A.
Management Accounting v71n5 PP: 14-16 Nov 1989
ISSN: 0025-1690 JRNL CODE: NAA

...ABSTRACT: persons and the organizations that touch an individual's life. Philosophers believe that ethics emerges as a discipline in the context of cultural relativity, a **term** that is often **associated** with the phenomenon of **values** that change with the changing environment. Ethics is concerned with any situation where there is actual or potential "harm" to an **individual** or to a group. **Student attitudes** - as well as those of many highly regarded business practitioners - may make the teaching of ethics a difficult task. Businesspeople must be willing to visit...

14/3,K/71 (Item 26 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00227236 84-05797

Total Training: Why Your Commitment Must Be Constant, Not Occasional

Devereaux, Rochelle
Management World v13n1 PP: 36-37 Jan 1984
ISSN: 0090-3825 JRNL CODE: MWL

...ABSTRACT: 4. recognition of the fear of change. Most managerial functions involve training to some degree. Employee training is a manager's means for imparting to **employees** the **attitudes** and skills necessary to performance of their jobs. Managers should deal with issues in their control in attempting to create an environment supportive of employees, and they should take responsibility for analyzing training content and how well it is carried out. Managers should establish guidelines for employees, **give** employees recognition, and remember basic **values** in order to achieve long- **term** positive results.

14/3,K/72 (Item 1 from file: 647)
DIALOG(R)File 647:CMP Computer Fulltext
(c) 2004 CMP Media, LLC. All rts. reserv.

01032455 CMP ACCESSION NUMBER: VAR19940301S0031

Technology In Bloom (Labor Tracking)

Deidra-Ann Parrish
HUMAN BUSINESS, 1994, n 103, PG87
PUBLICATION DATE: 940301
JOURNAL CODE: VAR LANGUAGE: English
RECORD TYPE: Fulltext
SECTION HEADING: 1994 Integration Solutions Winners
WORD COUNT: 1183

... a hard time making decisions because it was difficult to accurately evaluate employee performance. ``All we could do was rely on our supervisor's general **comments** on **employees** ,'' says Smith. ``We knew that wasn't enough.''

Four Star needed to be able to monitor the number of hours of work its employees accumulated versus the number of units they produced. Smith knew if he could capture those **numbers** , it would **give** him a way to analyze in real **terms** what he had only been able to speculate on before.

After spending four fruitless years trying to get another systems integrator to develop a labor...

14/3,K/73 (Item 1 from file: 810)
DIALOG(R)File 810:Business Wire
... 1499 Business Wire . All rts. reserv.

... BWS64

INVESTMENT TECH: Investment Technologies starts service with Source
Telecomputing Co. and Spear Securities

July 7, 1987

Byline: Business Editors

...contract is for a period of one year with an annually renewable clause subject to mutual agreement.

Some VESTOR programs use prose to tell the **user** the computer's **opinion** , with insertion of derived values into the sentence structure. The wording of the **sentences** also change to reflect the particular derived **values** **given** . This allows the user in effect to have a conversation with the computer.

19/3,K/1 (Item 1 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2004 The Gale Group. All rts. reserv.

014191 SUPPLIER NUMBER: 13968705 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Spreadsheets. (one of a multipart reader survey on user satisfaction with various categories of software in How Happy Are You ...Really?)

Mag., Foggy

Magazine, v12, n13, p316(2)

July, 1993

ISSN: 0888-8507

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 528 LINE COUNT: 00040

...ABSTRACT: satisfaction score in the survey, although Lotus 1-2-3 for OS/2, DOS, and Windows, and Microsoft's Excel also had high marks for **user satisfaction**. Quattro Pro for DOS and for Windows led in **terms** of technical support as well; Computer **Associates** International's CA-SuperCalc **scored** the lowest in overall satisfaction, although the package's score was still respectable. The scores will likely change in the 1994 spreadsheet survey as new...

19/3,K/2 (Item 2 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2004 The Gale Group. All rts. reserv.

01458982 SUPPLIER NUMBER: 11470210 (USE FORMAT 7 OR 9 FOR FULL TEXT)

ACM Forum; readers react to columnists' comments. (Letter to the Editor)

Horstmann, Cay; Gettler, Jon; Huber, Corey; Rettig, Marc; Landwehr, Carl;

McLean, John; Heitmeyer, Constance; Denning, Peter J.; Bowman, Dick

Communications of the ACM, v34, n10, p13(5)

Oct, 1991

RECORD TYPE: Letter to the Editor

ISSN: 0001-0782

LANGUAGE:

RECORD TYPE: FULLTEXT

WORD COUNT: 3267 LINE COUNT: 00259

... programmers would say their ideal is to produce "defect-free" software, the real goal of most projects is to produce something that works to the **customer's satisfaction**, on time and under budget. For mission-critical and most commercial software, "to the **customer's satisfaction**" means "defect-free." But for some large percentage of projects it means "with reasonable efficiency and without major error" ("major" being an admittedly ambiguous **word**).

Most projects keep a "bug list" on which defects are **given** a severity **rating**. A misspelled **word** in an error message is **given** low severity, incorrect results would be mortally severe. For the majority of projects, the large cost and delay of removing every last item from the...

19/3,K/3 (Item 3 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2004 The Gale Group. All rts. reserv.

01286476 SUPPLIER NUMBER: 07282403 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Successful project management: a force-field analysis.

Nicholas, John M.

Journal of Systems Management, v40, n1, p24(7)

Jan, 1989

ISSN: 0022-4839

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 3956 LINE COUNT: 00329

... results are consistent with other fields such as R & D and data processing where similar, frequent reference is made to budgets, schedules, and project-team/ **user**-team **satisfaction** as measures of project success. Some firms measure success in **terms** of only the highest priority criteria and **give** lesser **weight** to the usual time and cost measures. For example, in aerospace firms the primary criterion of success is engineering performance; at Walt Disney the criterion of safety takes precedence over

time and cost.

Perhaps, then, the best overall criterion for project success, regardless of industry or project, is the **satisfaction** of the key project **participants**. By most accounts, if the user, project manager and system development organization all feel that their expectations were met or exceeded, the project must be...

19/3,K/4 (Item 1 from file: 621)

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)

(c) 2004 The Gale Group. All rts. reserv.

Supplier Number: 75343376 (USE FORMAT 7 FOR FULLTEXT)

EduLink Announces Learning Tools.

Business Wire, p2152

May 16, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 992

... vehicle. A simple graphical user interface permits the user easily to enter and edit words and clues, and to generate alternative crossword configurations for those **words**.

The CB automatically **assigns numbers** to the clues and organizes them into sets going across and down. When the **user** is **satisfied** with the puzzle words, clues, and configuration, the puzzle can be assigned as an activity or assessment as any other assignment. The Crossword Taker(TM) ...

19/3,K/5 (Item 2 from file: 621)

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)

(c) 2004 The Gale Group. All rts. reserv.

02503650 Supplier Number: 62112965 (USE FORMAT 7 FOR FULLTEXT)

Litton TASC Attains Software Engineering Institute Level 3 Designation.

Business Wire, p0374

May 16, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 647

... dozens of smaller projects, some just six months long with as few as 1,000 lines of code.

"TASC's growth strategy centers on creating **satisfied customers** by delivering affordable, robust systems and solutions," said Noel Widdifield, TASC executive vice president.

"In today's world, this comes down to software. It's everywhere, and it touches everything we do. Being SEI Level 3 is simply the next step in TASC's long- **term** commitment to **giving** our customers the quality and **value** they deserve," Widdifield added.

The software community, in conjunction with the SEI -- a federally funded research and development program operated through Carnegie Mellon University -- developed...

19/3,K/6 (Item 3 from file: 621)

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)

(c) 2004 The Gale Group. All rts. reserv.

01766589 Supplier Number: 53331727 (USE FORMAT 7 FOR FULLTEXT)

Nationwide Consumers Back NCR/Sensar Iris Recognition System.

PR Newswire, p3011

Dec 2, 1998

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 876

... has mutual (as opposed to Public Limited Company) status which means that it is owned by its members and run for their benefit. By having **customer**, not shareholder **satisfaction**, as its long-term goal, Nationwide is able to operate on narrower margins and reduced planned profit in order to **give** customers long- **term** benefits, demonstrating the **value** that a building society can deliver. With more than seven million savers and more than one million borrowers, it is estimated that around one in...

19/3,K/7 (Item 4 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2004 The Gale Group. All rts. reserv.

01664657 Supplier Number: 50102246 (USE FORMAT 7 FOR FULLTEXT)
GLOVIA INTERNATIONAL Brings Unique Seiban Capabilities to the ERP Marketplace.
Business Wire, p06221259
June 22, 1998
Language: English Record Type: Fulltext
Article Type: Article
Document Type: Newswire; Trade
Word Count: 584

... maintain superior levels of customer satisfaction. GLOVIA's Seiban Workbench delivers these capabilities for the first time to western manufacturers who seek higher levels of **customer satisfaction** through more accurate tracking of inventory, **customer** orders and the supply chain.

As the demand for "build-to-order" products continues to surge among western manufacturers, the ability to satisfy customer demands is critical to maintaining global competitiveness. One way of enhancing **customer satisfaction** is through Seiban. In Japan, an identifying **number** is called Seiban: the Japanese word "Sei", meaning manufacturing, and "Ban", meaning **number**. By **assigning** a Seiban **number** to all parts, materials and purchase orders associated with a particular customer, job, project or product line, manufacturers now have access to an on-going...

19/3,K/8 (Item 5 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2004 The Gale Group. All rts. reserv.

01641158 Supplier Number: 48440315 (USE FORMAT 7 FOR FULLTEXT)
World's First Pin-Less ATM Hits Britain's High Street Today
PR Newswire, p0423CLTH033
April 23, 1998
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 691

... has mutual (as opposed to Public Limited Company) status which means that it is owned by its members and run for their benefit. By having **customer**, not shareholder **satisfaction**, as its long-term goal, Nationwide is able to operate on narrower margins and reduced planned profit in order to **give** customers long- **term** benefits, demonstrating the extra **value** that a building society can deliver. With more than six million savers and more than one million borrowers, it is estimated that around one in...

19/3,K/9 (Item 6 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2004 The Gale Group. All rts. reserv.

01385440 Supplier Number: 46405865 (USE FORMAT 7 FOR FULLTEXT)
INTER-TEL ANNOUNCES ACQUISITION OF FLORIDA TELEPHONE SYSTEMS, INC.
PR Newswire, p0522LAW049

May 25, 1996

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 355

... services, and we are delighted to join this expanding international organization."

"At Inter-Tel we have found that through the commitment by our associates to **customer satisfaction** and quality in our products and services, we can bring long- term value to our new customers and employee- **associates** ," Kris Brown, president of Inter-Tel Communications, Inc. said. "FTS will strengthen our position in the Florida marketplace and add to our existing operations centers..."

19/3,K/10 (Item 7 from file: 621)

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)

(c) 2004 The Gale Group. All rts. reserv.

01294637 Supplier Number: 45563619 (USE FORMAT 7 FOR FULLTEXT)

INTER-TEL ANNOUNCES ACQUISITION OF ACCESS WEST INC.

PR Newswire, pN/A

May 25, 1995

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 313

... voice processing software and systems offers a range of features from which we believe our customers will greatly benefit."

"Through Inter-Tel's commitment to **customer satisfaction** and quality products, services and **people** , we can provide long- term value to our new customers, shareholders and employee **associates** ," Rauchle said. "The merger was a natural fit because both companies share a similar business philosophy, including attention to quality and focus on **customer satisfaction** . The addition of Access West will expand our operations in California and strengthen Inter-Tel's position as a dominant supplier."

Founded in 1969, Inter...

19/3,K/11 (Item 1 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2004 The Gale Group. All rts. reserv.

03868531 Supplier Number: 48440995 (USE FORMAT 7 FOR FULLTEXT)

NCR: World's first pin-less ATM hits Britain's high street today

M2 Presswire, pN/A

April 24, 1998

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 685

... has mutual (as opposed to Public Limited Company) status which means that it is owned by its members and run for their benefit. By having **customer** , not shareholder **satisfaction** , as its long-term goal, Nationwide is able to operate on narrower margins and reduced planned profit in order to **give** customers long- term benefits, demonstrating the extra **value** that a building society can deliver. With more than six million savers and more than one million borrowers, it is estimated that around one in...

19/3,K/12 (Item 1 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2004 The Gale Group. All rts. reserv.

07502664 Supplier Number: 62990477 (USE FORMAT 7 FOR FULLTEXT)
And the survey says: Dining for less turns out to be more. (Brief Article)
Frumkin, Paul
Nation's Restaurant News, v34, n25, p1
June 19, 2000
Language: English Record Type: Fulltext
Article Type: Brief Article
Document Type: Newspaper; Trade
Word Count: 1045

... reader satisfaction. Dinner-house brands ran from a high of 85 for Ruth's Chris to a low of 64 for Planet Hollywood.

Although CR **subscribers** were largely **satisfied** with their experiences at the various dining concepts, "theme restaurants took a pounding on this survey," said Todd Marks, senior editor at Consumer Reports. "In **terms** of **value** our subscribers didn't seem to think that they **give** much bang for the buck."

At the same time one in four survey respondents complained that dinner-house chains were too noisy and cited theme...

19/3,K/13 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

06949127 Supplier Number: 58558925 (USE FORMAT 7 FOR FULLTEXT)
Satisfied with used. (used car consumers) (Brief Article)
Automotive News, v74, n5851, p8
Dec 6, 1999
Language: English Record Type: Fulltext
Article Type: Brief Article
Document Type: Tabloid; Trade
Word Count: 64

... purchased a certified used vehicle

... were unaware that used-vehicle certification programs

... percent of certified used-vehicle **buyers** said they were **satisfied** with their vehicle and would purchase another certified used vehicle rather than a new vehicle Source: J.D. Power and **Associates**
@@Volume: 74 Publication **number** : 5851 @@ Word Count: 55 words

19/3,K/14 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

06441134 Supplier Number: 55008159 (USE FORMAT 7 FOR FULLTEXT)
'Tarzan' swings into top spot at b.o. with \$34 mil. (motion picture receipts)
Geis, Roger
Hollywood Reporter, v358, n18, p62
June 22, 1999
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 759

... on opening weekend, an audience that can be broadened over time if a property ultimately exhibits adult appeal.

"Tarzan" may indeed become such an animal, **given** its 97% approval **rating** in the CinemaScore studies. Positive **word** -of-mouth is guaranteed by near-unanimous **customer** **satisfaction**, suggesting that mature audiences would be lured by the buzz.

Paramount's "General's Daughter" earned \$22.3 million for the three days, good enough...

19/3,K/15 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

10419615 SUPPLIER NUMBER: 81391610 (USE FORMAT 7 OR 9 FOR FULL TEXT)
311 system takes the pressure off emergency center.
(Telecommunications). (Houston implements non-emergency phone reporting system) (Brief Article)
Wade, Beth
American City & County, 116, 18, 18(2)
Dec, 2001
DOCUMENT TYPE: Brief Article ISSN: 0149-337X LANGUAGE: English
RECORD TYPE: Fulltext
WORD COUNT: 807 LINE COUNT: 00069

... was partially offset by a COPS grant of \$637,000.
According to Hollingsworth, Houston's 311 system will save the city money over the long term, but its real value is in boosting customer satisfaction. "This system gives citizens a single, easy-to-remember number to access city services," he says. "And it provides for accountability throughout."
For more information about 311 implementation...

19/3,K/16 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

106611 SUPPLIER NUMBER: 67643010 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Better Staffing: Retention Is the Key.
Larsen, SALLIE R.
Marriott Homes, 49, 11, 46
Nov, 2000
ISSN: 1061-4753 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1195 LINE COUNT: 00098

... to identify key issues, share best practices and leverage our combined resources to improve the industry workforce as a whole.
Our industry places a high value on employees' relationship skills and the care they give our customers. Our residents and their families value the long-term associations they form with their ...by their relationships with the residents and families.
To be successful, we must take care of our employees through integrated retention strategies. The outcome: Our employees will be highly satisfied and stay, and the residents will be highly satisfied and stay, too.
Sallie R. Larsen is senior vice-president, Human Resources, for Marriott Senior Living...

19/3,K/17 (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

10419609 SUPPLIER NUMBER: 21057344 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Attitudes, values and organizational culture: disentangling the concepts.
Hofstede, Geert
Organization Studies, v19, n3, p477(15)
Summer, 1998
ISSN: 0170-8406 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 6797 LINE COUNT: 00577

... values does not as a rule lead to immediate practical conclusions. The difference between values and attitudes is illustrated in the following example: in an employee survey, 'how satisfied are you with your career opportunities?' is an attitude question, but 'how important is it to you to have career opportunities?' is a value question. Motivation is an assumed mental programme that is often associated with both attitudes and values (in motivation theory terminology, with 'expectancies' and 'valences',

e.g. Vroom 1964).

Whereas attitudes and values can thus be conceptually distinguished in the researcher's mind, we cannot be...

19/3,K/18 (Item 4 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

08124996 SUPPLIER NUMBER: 18159256 (USE FORMAT 7 OR 9 FOR FULL TEXT)
World Energy Congress calls for decisive action.

Energy Report, v22, n11, p5(2)

June, 1995

ISSN: 0093-7657 LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 333 LINE COUNT: 00031

... D spending again, and improve effectiveness through closer partnership.

Third, energy markets should be reinforced by governments and regulators to ensure that competition is effective, **consumer** expectations are **satisfied**, and proper **weight** is **given** to the long **term** to support sustainable development. Governments should also ensure that world energy markets continue to remain open for trade and investment.

Fourth, governments and all those...

19/3,K/19 (Item 5 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

08124996 SUPPLIER NUMBER: 17390819

Capturing the customer's voice. (Strategies for Service Quality)

International Journal of Bank Marketing, v13, n6, p21(2)

June, 1995

ISSN: 0265-2323 LANGUAGE: English RECORD TYPE: Abstract

ABSTRACT: A method for measuring **customer satisfaction** called **service quality measurement (PQM)** is described. PQM treats customer information as valuable information in assessing how effective the service is, and information may come in the form of customers expectations, evaluations of the company- customer relationship and **assigning** relative **values** to this data in **terms** of customer priorities. The data generated can be incorporated in strategy planning and resource allocation decisions.

19/3,K/20 (Item 6 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

005016 SUPPLIER NUMBER: 14966949 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The new golden rule of business. (suppliers)

Magnet, Myron

Fortune, v129, n4, p60(5)

Feb 21, 1994

ISSN: 0015-8259 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 3293 LINE COUNT: 00260

19/3,K/21 (Item 7 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

005016 SUPPLIER NUMBER: 14931209 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Major cognitive role ahead to serve changing consumer. (changing health

care system requires pharmacist to provide greater value to patients)

Marshall, Valentine

Pharm Topics, v138, n1, p20(1)

Jan 10, 1994

ISSN: 0012-6616
WORD COUNT: 627

LANGUAGE: ENGLISH
LINE COUNT: 00048

RECORD TYPE: FULLTEXT; ABSTRACT

The **consumer**, who is **dissatisfied** with the current health-care system, is behind the urgency for reform, and any new system will be measured in **terms** of the perceived **value** it **gives** to the consumer.

19/3,K/22 (Item 8 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

06511390 SUPPLIER NUMBER: 14505547 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Ratings of 20 commodities continue to rise. (Continuous Improvement)

Avery, Susan

Purchasing, v114, n1, p77(4)

Jan 14, 1993

ISSN: 0033-4448

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1089 LINE COUNT: 00081

... commodities earn an equal number of fours and threes: forgings (44%), hydraulics (44%), rubber hose (47%), seals (48%), and v-belts (49%).

Yet not all **buyers** responding are equally **satisfied** with the quality of the goods they're purchasing. This dissatisfaction becomes most evident when we examine the survey results of two commodities with similar ratings: lift trucks and valves. Both commodities earn a score of 3.2. But while 39% of respondents reward lift trucks with a top **grade** of four, only 25% **give** as high a **rating** for valves.

And, in other **words**, more than 60% of all respondents see room for improvement in lift trucks; three-fourths say the same thing for valves. Valves is one of...

19/3,K/23 (Item 9 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

05152130 SUPPLIER NUMBER: 10606540 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Experimental design yields benefits for paint formulators.

Rooney, Charles

Modern Paint and Coatings, v81, n4, p74(5)

April, 1991

ISSN: 0098-7786

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 3291 LINE COUNT: 00260

... use of statistical design of experiments have helped them design products more quickly and build them more easily at less cost. Higher quality translates into **customer satisfaction**, and advanced quality planning is the foundation of Japanese success in manufacturing. Given the importance of good formulations in coatings manufacture, it will be the foundation of competitive advantage for any paintmaker.

Why Use Designed Experiments?

The fact that we tend nowadays to think of DoE in **terms** of Taguchi's work in engineering has **given** rise to a **number** of misconceptions about its applicability in paintmaking. There seem to be three main barriers that constitute the main barriers to its use.

1. DoE is Unnecessary...

19/3,K/24 (Item 10 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2004 The Gale Group. All rts. reserv.

03719596 SUPPLIER NUMBER: 06875248 (USE FORMAT 7 OR 9 FOR FULL TEXT)

DH chief sees bright future. (Kenneth A. Macke, Dayton Hudson Corp.)

Gilbert, Les

HFD-The Weekly Home Furnishings Newspaper, v62, n49, p10(1)

Dec 5, 1988

ISSN: 0746-7885

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 1444

LINE COUNT: 00117

... execution, or the speed with which Mervyn's is able to jump on and exploit a new trend, has improved dramatically. Pricing is more competitive, **giving** Mervyn's a strong **value** image," Macke reported.

In **terms** of **customer satisfaction**, the chain has rolled out elements of its prototype store design into all units. Such features included reducing the number of cash register stations from...

19/3,K/25 (Item 11 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

02829043 SUPPLIER NUMBER: 04120891 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Buyer's wish is their command; automakers scramble to please increasingly demanding consumers.

Winter, Drew

Ward's Auto World, v22, p55(3)

Feb, 1986

ISSN: 0043-0315

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 2259

LINE COUNT: 00179

... population with some college education has more than doubled since 1960. This strong educational background coupled with the consumerist outlook forged in the 1970s has **given** birth to what he **terms** "new-values" consumers. Visual appeal is important to new-values buyers, says Mr. Schnapp, but not nearly as important as reliability and durability.

"New-values buyers tend to be influenced significantly by factual studies reported in consumer publications, by recall information or by damaging word of mouth," he contends. (**Happy buyers** typically convey their **satisfaction** to only four to eight other **people**, automaker studies reveal, which **unhappy** owners get the word out to 11-16 others.)

Adds Nancy C. Gardella, auto consultant at Cambridge, MA-based Arthur D. Little Inc.: "As consumers...

19/3,K/26 (Item 12 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

02822855 SUPPLIER NUMBER: 04228552 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Salad bars stay current. (restaurant menu ideas)

Long, Dolores

Restaurant Business, v85, p230(3)

May 1, 1986

ISSN: 0097-8043

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 1833

LINE COUNT: 00137

... segments of the market: the health-conscious, working women dining more frequently, and older Americans.

THE PLUSES. Overall, operators rate salad bars with high **scores** in **terms** of profitability--especially during the luncheon segment--and **give** salad bars points for perceived value to the customer and ease of service both in terms of labor and **customer satisfaction**. And many operators have within the last year spent more dollars than ever in upgrading both the quality of the product and the equipment itself...

19/3,K/27 (Item 13 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2004 The Gale Group. All rts. reserv.

0400004 SUPPLIER NUMBER: 04007816 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Societal values impact on the role of the professional nurse in long-term

care. (includes bibliography)

Butler, Anne

Nursing Homes, v34, p41(3)

Nov-Dec, 1985

ISSN: 0029-649X

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 2050

LINE COUNT: 00169

TEXT:

The purpose of this paper is to explore rationales for employee involvement in care of the elderly. Work **values associated** with long-term care will provide the framework for discussion of **employees' job satisfaction** and career styles. Role concepts and expectations in long-term care are reviewed, and strategies for management consideration in terms of motivation, staff development, and...

19/3,K/28 (Item 1 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

02416717 115921864

Customer satisfaction with services: putting perceived value into the equation

McDougall, Gordon H G; Levesque, Terrence

Journal of Services Marketing v14n5 PP: 392 2000

ISSN: 0887-6045 JRNL CODE: JSV

WORD COUNT: 8119

...TEXT: 1988). Broadly defined, perceived value is the results or benefits customers receive in relation to total costs (which include the price paid and other costs **associated** with the purchase). In simple **terms**, **value** is the difference between perceived benefits and costs. However, what **value** appears to be highly personal, idiosyncratic, and may vary widely from one customer to another (Holbrook, 1994; Zeithaml, 1988). Research evidence suggests that customers who perceive that they received "value for money" are more **satisfied** than **customers** who do not perceive they received "value for money" (Zeithaml, 1988). Also perceived value may be used by consumers to "bundle" various aspects of the...offsetting price increases would be smaller for improvements in relational quality than core quality. This offers further support for the inclusion of perceived value in **customer satisfaction** research. Improvements in **customer satisfaction** are more likely to be **associated** with gains in perceived **value**, than relational quality. In practical **terms**, what really matters is core service quality and perceived value and, to a lesser extent, relational quality.

"Getting it right first time"

Finally, an important...

19/3,K/29 (Item 2 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

02316350 100549073

Attitudes on commercialisation and anti-commercial reactions on gift-giving occasions in Belgium

De Pelsmacker, Dimitri; Damen, Sofie

Journal of Consumer Behaviour v1n2 PP: 156-173 Nov 2001

JRNL CODE: JCSB

WORD COUNT: 8006

...TEXT: with an exploratory and a confirmatory factor analysis showing high and significant loadings on one factor (alpha = 0.66).

Thirdly, a construct was used measuring **people's satisfaction** when buying gifts. The scale ranges from negative evaluations of buying gifts

... gives a more pleasurable feeling. The construct is based on bipolar rating items. The people who responded were given sets of two opposite terms between which they could situate themselves on a six-point interval. Some items were recoded in the analysis in order to include all four items...

19/3,K/30 (Item 3 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

0225578 86922661

An examination of the main factors affecting trust/commitment in supplier-dealer relationships: an empirical study of the Swedish wood industry

Zineldin, Mosad; Jonsson, Patrik

TQM Magazine v12n4 PP: 245 2000

ISSN: 0954-478X JRNL CODE: TQM

WORD COUNT: 12029

...TEXT: they can no longer trust their partners.

Satisfaction; loyalty and commitment

... way to achieve strong relationship and, thus, long relationship is to ensure that customers are satisfied. Satisfaction would refer to an individual perspective, the customer's own experiences of a relationship where the outcome has been evaluated in terms of what value was received, in other words what the customer had to give to get something.

Satisfaction according to Anderson and Narus (1990) is the overall evaluation of the relationship between two channel members. The level of satisfaction experienced is the outcome of the interorganizational relationship (Anderson and Narus, 1984, 1990; Frazier, 1983; Frazier et al., 1988; Robicheaux and El-Ansary, 1975). Previous...

19/3,K/31 (Item 4 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

02249311 84988724

Corporate communication: the American picture

Goodman, Michael B

Corporate Communications v5n2 PP: 69-74 2000

ISSN: 1356-3289 JRNL CODE: CCMM

WORD COUNT: 3295

...TEXT: values and beliefs. The first of these three parts is straightforward and brief. The presentation of goals and operating principles calls for more detail. The expression of a company's values and beliefs is difficult because people associate values and beliefs with philosophical or religious activities, not commercial ones. These statements cover a company's commitment to:

- quality and excellence;
- customer satisfaction ;
- stockholder return on investment;
- profits and growth;
- employee relations;
- competition and competitiveness;
- relations with vendors;
- ethical behavior;

- community relations and corporate citizenship.

And recently:

- diversity in the workplace; and

- preservation of the environment...

19/3,K/32 (Item 5 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

02248104 86922895

Transformation through teamwork: the path to the new organization?

Stephen Drew; Colin Coulson-Thomas

Team Performance Management v3n3 PP: 162 1997

JRNL CODE: TPMG

WORD COUNT: 6098

...TEXT: of the ongoing relationship. The performance of the back-office team which routinely processes transactions is not less important, but may relate more to immediate **customer satisfaction** than long- **term** loyalty.

Another interesting finding was the relatively low **score** given for teamwork in building organizational learning. Many writers on change

19/3,K/33 (Item 6 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

01-97062

Juran: A lifetime of influence

Juran, Henry H

Academy of Management Executive v11n4 PP: 96-98 Nov 1997

ISSN: 1079-5545 JRNL CODE: AEX

WORD COUNT: 1427

...TEXT: ensure that customers would find the product of value. Juran added his view that quality consists of those product features that meet the needs of **customers** and thereby provide product **satisfaction**. The **term** product satisfaction avoids the **association** with worth or **grade** or luxury. Thus a Chevrolet may be built to as high quality standards as a Cadillac, even though greater luxury may be associated with ownership...

19/3,K/34 (Item 7 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2004 ProQuest Info&Learning. All rts. reserv.

01320103 99-69499

Environmental accounting's conflicts and dilemmas

Baker, Daniel

Management Accounting-London v74n9 PP: 46-48 Oct 1996

ISSN: 0025-1682 JRNL CODE: MAC

WORD COUNT: 2336

...TEXT: had been saved against using the environmentally friendly process. They were also satisfied that resultant cost reductions in the production process enhanced competitive advantage and **satisfied customers** in terms of price. Their pleasure was short-lived, however, when residual dust from the lacquer ignited from a welding spark, resulting in damage to the factory costing over \$1m. The strategic management accountant had evaluated the toxic raw material in **terms** of the added **value** given in the production process but had disregarded the lower

...of insurance, waste disposal, air permit fees and reduced risk of
...associated with the...

19/3,K/35 (Item 8 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01053760 97-03154

Understanding your customers

Prus, Amanda; Brandt, D Randall
American Demographics Marketing Tools Supplement PP: 10-14 Jul/Aug 1995
ISSN: 0163-4089 JRNL CODE: ADE
WORD COUNT: 1541

...TEXT: in past years, the SCI scores of competitors, and the SCI scores
of "best-in-class" companies. While a company should always strive for
higher **scores**, understanding how "good" or "bad" a **given score** might
be is best done in comparative **terms**.

Customer Loyalty and Market Performance

Increasingly, we are able to link **customer satisfaction** and **customer**
loyalty to bottom-line benefits. By examining customer behaviors over time
and comparing them to SCI scores, we see a strong connection between secure
customers...

19/3,K/36 (Item 9 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00992113 96-41506

The individual takes charge

Hayward, Simon
Training Tomorrow v9n1 PP: 32-34 Feb 1995
ISSN: 0957-0004 JRNL CODE: TTO
WORD COUNT: 1707

...TEXT: and the organisation to their mutual benefit. If this is the case,
aligning the organisation with its customers is critical to achieving
sustainable levels of **customer satisfaction**.

The wider environment also exerts pressures on the individual, including
peers, fashions and political norms. These need to be accommodated in the
way the individual is managed.

Finally the individual has his or her own **values**, and these need to be
given room for **expression** in the job role.

The organisation needs to seek alignment between all of these factors (see
Figure 3 below) (Figure 3 omitted) if the individual...

19/3,K/37 (Item 10 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

006270 96-25663

Managing customer relationships for profit: The dynamics of relationship quality

Storbacka, Kaj; Strandvik, Tore; Gronroos, Christian
International Journal of Service Industry Management v5n5 PP: 21-38 1994
ISSN: 0956-4233 JRNL CODE: SIM
WORD COUNT: 6718

...TEXT: and Strandvik, refer to an insider perspective, the customer's own
experiences of a service where the outcome has been evaluated in terms of

*what **value** was received, in other **words** what the customer had to **give** to get something. A customer could, therefore, respond on a questionnaire that a particular bank is of high quality, even if this did not mean that this **customer** was **satisfied** using the bank. It might have too high interest rates on loans or it might not fit the customer's preferences for some other reason...

19/3,K/38 (Item 11 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

0064785 96-14178
Relationship marketing - Making the consumer count
Payne, Adrian
Managing Service Quality v4n6 PP: 29-31 1994
ISSN: 0960-4529 JRNL CODE: MAQ
WORD COUNT: 1494

...TEXT: customers allows the company to develop a deeper relationship with them and encourages repeated and increasingly frequent buying activity.

The company can communicate this **value** in financial **terms** to its employees they will **give** more thought to ensuring that **customer satisfaction** is achieved. Staff of Domino's Pizza in the US are taught to see every pizza customer as having \$5,000 tattooed on their forehead...

19/3,K/39 (Item 12 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00922770 95-72162
Managing action inhibitors to increase sales
Groth, John C
Marketing Intelligence & Planning v12n4 PP: 4-9 1994
ISSN: 1043-4503 JRNL CODE: MIP
WORD COUNT: 4267

...TEXT: Colour may allow matching psychic preferences and selling the customer a product with higher utility as well as greater psychic space match results in greater **customer satisfaction**.

The value of a product and the desire to have the product stem from the customer's perceptions of **value** in **terms** of need fulfillment. **Given** the **value**, the purchase decision hinges on a variety of factors that varies by customer and also, sometimes, by customer circumstance. Determinates of a purchase decision can...

19/3,K/40 (Item 13 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00804700 94-54092
Customer knowledge acquisition in the business products market
Gordon, Geoffrey L; Calantone, Roger J; di Benedetto, C Anthony; Kaminski, Peter F
Journal of Product & Brand Management v2n3 PP: 23-35 1993
ISSN: 1061-0421 JRNL CODE: JPB
WORD COUNT: 5750

...TEXT: an appreciation of the importance of viewing the world from the customer's perspective. This entails gaining an acute sense of how the customer defines **value**; in other **words**, identifying the specific traits **associated** with the vendor and its product which will yield the most profitable results.

* In developing and implementing **customer satisfaction** measurement programs, firms should realize that criteria for measuring **satisfaction** come from the **customer** (Smith, 1991). Firms should not fall prey to the dangers of assuming

19/3,K/41 (Item 14 from file: 15)
DIALOG(R) File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00705658 93-54879
"How good do you have to be?"
Kordupleski, Raymond E
Across the Board v30n4 PP: 47 May 1993
ISSN: 0147-1554 JRNL CODE: CBR
WORD COUNT: 577

TEXT: At AT&T Co., we were searching for the link between **customer satisfaction** and market share. In most units, 95 percent of our **customers** were **satisfied**, but in some of the units, market share was being lost. Why did that happen?

Customers consider **value** to be what a company **gives** them in **terms** of product and service quality, and also what a company charges for those products and services. The consumer goes from one place to the next comparing quality and price.

How does **customer satisfaction** drive market share? It is relative to the relative price among all competitors in the marketplace. After all, you buy a car according to whether...

19/3,K/42 (Item 15 from file: 15)
DIALOG(R) File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00700120 93-49341
Companies' attempts to improve performance while containing costs: Quick fix versus lasting change
Schneier, Craig Eric; Shaw, Douglas G; Beatty, Richard W
Human Resource Planning v15n3 PP: 1-25 1992
ISSN: 0199-8986 JRNL CODE: HRP
WORD COUNT: 7593

...TEXT: have offered many companies one way out of the vicious cycle. As discussed above and noted in Exhibit 7, work process improvements have eliminated low **value** work and its **associated** costs in **terms** of people, time, and materials. (Exhibit 7 omitted) When time is freed up and people are empowered, they are able to focus their energies on high value-added tasks, such as preventing problems, versus putting out fires. People can develop new technologies or products via innovation, ultimately increasing **customer satisfaction**, and hence revenues and profits. An improved financial position takes the pressure off the crisis that led to the need for short-term cost cutting...

19/3,K/43 (Item 16 from file: 15)
DIALOG(R) File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00412158 88-28991
A Study of Information Seeking and Retrieving. III. Searchers, Searches and Overlap
Saracevic, Tefko; Kantor, Paul
Journal of the American Society for Information Science v39n3 PP: 197-216
May 1988
ISSN: 0002-8231 JRNL CODE: ASI

...ABSTRACT: elements involved in information searching and retrieving, especially in relation to the cognitive aspects and human decisions and interactions involved. Searches were performed on a **number** of questions, and the results were analyzed. **Word association** skills and a preference for abstract thinking appeared to be important abilities in searchers with higher performance. High marks on utility measure generally were connected with high relevance odds and high precision, suggesting that more extraneous materials in search output may not be a way to higher **user satisfaction**. Present heuristic search rules or principles do not account for some important aspects, but a plausible algorithm or reasonably comprehensive, consistent set of heuristic rules...

	Items	Description
S1	699955	WORD? ? OR KEYWORD? ? OR TERM? ? OR BUZZWORD? ? OR TERMINOLOGY OR PHRASE? ? OR SENTENCE? ? OR EXPRESSION? ?
S2	104860	S1(7N) (VALUE OR VALUES OR NUMBER? ? OR NUMERAL? ? OR SCORE? ? OR SCORING OR RATING OR WEIGHT? ? OR GRADE? ? OR GRADING)
S3	640898	FEEDBACK? ? OR COMMENT? ? OR REMARK??? OR OPINION? ? OR ATTITUDE? ? OR REACT??? OR REACTION? ? OR FEELINGS OR FEEL OR FELT OR EMOTION?? OR SATISFACTION OR SATISFIED OR DISSATISFIED OR HAPPY OR UNHAPPY
S4	45210	S3(7N) (PEOPLE OR PERSON? ? OR FRIEND? OR INDIVIDUAL? ? OR EMPLOYEE? ? OR MEMBER? ? OR STUDENT? ? OR SOMEONE OR ANYONE OR USER? ? OR PARTICIPANT? ? OR SUBSCRIBER? ? OR BUYER? ? OR CUSTOMER? ? OR CONSUMER? ? OR VISITOR? ? OR GUEST? ?)
S5	10558	S1(5N) (ASSIGN??? OR GIVE? ? OR GIVING OR ASSOCIAT???) (5N) (VALUE OR VALUES OR NUMBER? ? OR NUMERAL? ? OR SCORE? ? OR SCORING OR RATING OR WEIGHT? ? OR GRADE? ? OR GRADING)
S6	51	S4(50N)S5
S7	333132	(HIGH??? OR LOW???) (5N) (VALUE OR VALUES OR NUMBER? ? OR NUMERAL? ? OR SCORE? ? OR SCORING OR RATING OR WEIGHT? ? OR GRADE? ? OR GRADING)
S8	754	S4(50N)S7
S9	133	S8 AND IC=G06F
S10	123	S9 NOT S6
S11	563764	REACT??? OR REACTION? ? OR FEELINGS OR FEEL OR FELT OR EMOTION?? OR SATISFACTION OR SATISFIED OR DISSATISFIED OR HAPPY OR UNHAPPY
S12	35978	S11(7N) (PEOPLE OR PERSON? ? OR FRIEND? OR INDIVIDUAL? ? OR EMPLOYEE? ? OR MEMBER? ? OR STUDENT? ? OR SOMEONE OR ANYONE OR USER? ? OR PARTICIPANT? ? OR SUBSCRIBER? ? OR BUYER? ? OR CUSTOMER? ? OR CONSUMER? ? OR VISITOR? ? OR GUEST? ?)
S13	355	S7(30N)S12
S14	55	S13 AND IC=G06F
S15	54	S14 NOT S6
S16	9414	S1(7N)S7
S17	35	S16(50N)S4
S18	33	S17 NOT S6

6/3,K/5 (Item 5 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

01134550

Information search apparatus and method

Verfahren und Vorrichtung zum Suchen von Information

Methode et appareil de recherche d'informations

PATENT ASSIGNEE:

CANON KABUSHIKI KAISHA, (542361), 30-2, 3-chome, Shimomaruko, Ohta-ku,
Tokyo, (JP), (Applicant designated States: all)

INVENTOR:

Takata, Tomoni, c/o CANON KABUSHIKI KAISHA, 30-2, 3-chome, Shimomaruko,
Ohta-ku, Tokyo, (JP)

Kobayashi, Yuji, c/o CANON KABUSHIKI KAISHA, 30-2, 3-chome, Shimomaruko,
Ohta-ku, Tokyo, (JP)

LEGAL REPRESENTATIVE:

Beresford, Keith Denis Lewis et al (28273), BERESFORD & Co. High Holborn
2-5 Warwick Court, London WC1R 5DJ, (GB)

PATENT (CC, No, Kind, Date): EP 990998 A2 000405 (Basic)

APPLICATION (CC, No, Date): EP 99307708 990929;

PRIORITY (CC, No, Date): JP 98278723 980930; JP 98278725 980930

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
LU; MC; NL; PT; SE

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: G06F-017/30

ABSTRACT WORD COUNT: 109

NOTE:

Figure number on first page: 2

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200014	1716
SPEC A	(English)	200014	10336
Total word count - document A			12052
Total word count - document B			0
Total word count - documents A + B			12052

...SPECIFICATION likely to be presented. Or actually "showy" images may be excluded from the search results. By contrast, according to this embodiment, when a query word "happy" is set via the user interface shown in Fig. 4, heavier weights are set on associative words; when a query word "showy" is set, heavier weights are set on sensory patterns, thus making an accurate search with respect to either query word. Of course, when the associated weight 83 and sensory pattern weight 84 in the concept discrimination dictionary 205 are appropriately set, an appropriate search can be made by only instructing to "use default weight values" on...

6/3,K/6 (Item 6 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

01126093

Small footprint language and vocabulary independent word recognizer using registration by word spelling

Registrierung durch Buchstabierung verwendender kleiner sprach- und vokabularunabhängiger Worterkenner

Reconnaissanceur de parole a taille reduit independant du langage et du vocabulaire utilisant un apprentissage par epellation des mots

PATENT ASSIGNEE:

MATSUSHITA ELECTRIC INDUSTRIAL CO., LTD., (216883), 1006, Oaza-Kadoma,
Kadoma-shi, Osaka 571-8501, (JP), (Applicant designated States: all)

INVENTOR:

Junqua, Jean-Claude, 146 Santa Ana Avenue, Santa Barbara, California
93111, (US)

LEGAL REPRESENTATIVE:

Franks, Robert Benjamin (74663), Franks & Co., 9 President Buildings
Saville Street East, Sheffield South Yorkshire S4 7UQ, (GB)

PATENT (CC, No, Kind, Date): EP 984430 A2 000308 (Basic)
EP 984430 A3 031210

APPLICATION (CC, No, Date): EP 99306670 990823;

PRIORITY (CC, No, Date): US 148579 980904

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
LU; MC; NL; PT; SE

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: G10L-015/06

ABSTRACT WORD COUNT: 92

NOTE:

Figure number on first page: 4

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200010	627
SPEC A	(English)	200010	4503
Total word count - document A			5130
Total word count - document B			0
Total word count - documents A + B			5130

...SPECIFICATION structure 32. Data structure 32 contains spelled word
entries 34 in association with strings 36. The data structure may also
store other information, such as **associated** telephone **numbers** of
parties represented by the spelled **words** (names).

Storing the spelled **words** 34 **gives** the system the ability to
display the recognized **word** on the LCD display of the device 12. This
provides a **user friendly** inexpensive **feedback** to assure the **user**
that the system properly recognized his or her spoken entry.

Referring next to Figure 2, the presently preferred procedure for
performing syllabification is illustrated in...

6/3,K/7 (Item 7 from file: 348)

FILE 348:EUROPEAN PATENTS

1997, 04 European Patent Office. All rts. reserv.

01065202

Methods of refining descriptors

Verfahren zum Verfeinern von Deskriptoren

Methode d'affinage de descripteurs

PATENT ASSIGNEE:

Hewlett-Packard Company, A Delaware Corporation, (3016020), 3000 Hanover
Street, Palo Alto, CA 94304, (US), (Proprietor designated states: all)

INVENTOR:

Riverieulx de Varax, Aymeric, 8 chemin J.B. Gilliard, 69300 Caluire, (FR)

Michal, 69 Alma Road First Floor Flat, Bristol BS8 2DE, (GB)

Eschli Kave, 321 North Clark Ave., Los Altos, CA 94022, (US)

Renard Jean-Jacques, 91B Rue de Dinan, 35000 Rennes, (FR)

LEGAL REPRESENTATIVE:

Coker, David Graeme et al (29395), Hewlett-Packard Limited Intellectual
Property Section Building 2 Filton Road, Stoke Gifford, Bristol BS34
8QZ, (GB)

PATENT (CC, No, Kind, Date): EP 938053 A1 990825 (Basic)
EP 938053 B1 030820

APPLICATION (CC, No, Date): EP 99301223 990219;

PRIORITY (CC, No, Date): EP 98301261 980220; GB 9825662 981125

DESIGNATED STATES: DE; FR; GB

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: G06F-017/30

ABSTRACT WORD COUNT: 85

NOTE:

Figure number on first page: 4

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	199934	372
CLAIMS B	(English)	200334	404
CLAIMS B	(German)	200334	405
CLAIMS B	(French)	200334	474
SPEC A	(English)	199934	4638
SPEC B	(English)	200334	4662
Total word count - document A			5011
Total word count - document B			5945
Total word count - documents A + B			10956

...SPECIFICATION potential risks of purely implicit feedback. Explicit feedback could also be introduced at the end of the retrieval phase, especially for remote support systems where **customer satisfaction** is monitored.

... association between a descriptor or **keyword** and a data item **weight**, which is a value between 0 and 1. This weight may be defined in either of two ways:

- data item focussed: weights are associated with...

6/3,K/8 (Item 8 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

00980391

REDUCED KEYBOARD DISAMBIGUATING SYSTEM

SYSTEM ZUR REDUZIERUNG DER VIELDEUTIGKEIT EINER EINGESCHRANKTEN TASTATUR
SYSTEME PERMETTANT D'ELIMINER LES AMBIGUITES DES CLAVIERS REDUITS

PATENT ASSIGNEE:

Tegic Communications, Inc., (2468480), 2001 Western Avenue, Suite 250,
Seattle, Washington 98121, (US), (Proprietor designated states: all)

INVENTOR:

KING, Martin, T., 19715 Vashon Highway S.W., Vashon, WA 98070, (US)
GROVER, Dale, L., 731 W. Genesee Street, Lansing, MI 48915, (US)
KUSHLER, Clifford, A., 10857 Pt. Vashon Drive S.W., Vashon, WA 98070,
(US)

GRUNBOCK, Cheryl, A., 14533 Westside Highway, Vashon, WA 98070, (US)

LEGAL REPRESENTATIVE:

Spall, Christopher John (36171), Barker Brettell, 138 Hagley Road,
Edgbaston, Birmingham B16 9PW, (GB)

PATENT (CC, No, Kind, Date): EP 1010057 A1 000621 (Basic)
EP 1010057 B1 021002
WO 98033111 980730

APPLICATION (CC, No, Date): EP 98903671 980122; WO 98US1307 980122

PRIORITY (CC, No, Date): US 792969 970124

DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI; LU;
MC; NL; PT; SE

RELATED DIVISIONAL NUMBER(S) - PN (AN):
(EP 2002016196)

INTERNATIONAL PATENT CLASS: G06F-003/023; G06F-003/00

NOTE:

No A-document published by EPO

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	200240	1700
CLAIMS B	(German)	200240	1562
CLAIMS B	(French)	200240	1829
SPEC B	(English)	200240	21524
Total word count - document A			0
Total word count - document B			26615
Total word count - documents A + B			26615

...SPECIFICATION distinguish the type of item being selected in the selection list as the Select key is pressed. Separate tones are therefore used to distinguish words, **numbers**, proper nouns, **phrases**, system

macros, etc. Distinct tones can also be **assigned** to each key to allow identification of mistakes in keystrokes. Finally, a unique tone is heard when the user presses a key that is unavailable for a word as described above.

The system also provides visual **feedback** to the **user** about the multiple-stroke interpretation of the keystroke sequence being entered. This is accomplished by highlighting or otherwise visually indicating which of the symbols on...

6/3,K/9 (Item 9 from file: 348)

File 348:EUROPEAN PATENTS

European Patent Office. All rts. reserv.

00896401

News clipping method and system

Verfahren und System zum Abschneiden von Nachrichten

Systeme et methode d'extraction de nouvelles

PATENT ASSIGNEE:

HITACHI, LTD., (204144), 6, Kanda Surugadai 4-chome, Chiyoda-ku, Tokyo, (JP), (Applicant designated States: all)

INVENTOR:

Sugaya, Natsuko, 2-3-B105, Shinbokuhoncho-1-chome, Miyamae-ku, Kawasaki-shi, (JP)

Kawaguchi, Hisamitsu, 1140-223, Tokawa, Hadano-shi, (JP)

Yamasaki, Noriyuki, 1219-1-2-111, Hiradocho, Totsuka-ku, Yokohama-shi, (JP)

LEGAL REPRESENTATIVE:

Strehl Schubel-Hopf & Partner (100941), Maximilianstrasse 54, 80538 Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 818741 A2 980114 (Basic)
EP 818741 A3 000726

APPLICATION (CC, No, Date): EP 97111527 970708;

PRIORITY (CC, No, Date): JP 96201348 960711

DESIGNATED STATES: DE; FR; GB

EXTENDED DESIGNATED STATES: AL; LT; LV; RO; SI

RELATED DIVISIONAL NUMBER(S) - PN (AN):
(EP 2003015323)

INTERNATIONAL PATENT CLASS: G06F-017/30

ABSTRACT WORD COUNT: 186

NOTE:

Figure number on first page: 2

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9803	2139
SPEC A	(English)	9803	14873
Total word count - document A			17012
Total word count - document B			0
Total word count - documents A + B			17012

...SPECIFICATION the member number 1 of user number 2 associated with the query term of "data" is 1, thus this term being counted, but the query **term** negating flag of member **number** 1 of user **number** 3 **associated** therewith is 0, thus this query **term** being not counted.

The query expression checking program 117 refers to the query term number count table 120, checking if the query expression is satisfied.

Here, if the query expression meets either one of the two following conditions, it is considered to be **satisfied**. Thus, the program orders to produce the **user** number who specified the query expression.

Condition (1): the query expression negating flag is 0, or no NOT condition is added to the query expression...

...1, and there is no member number of which the query term number is not coincident with the query term occurrence count. Thus, the query **expression** meets the above condition (2).

However, the query **expression** negating flag **associated** with user

number 2 is 0, but there is no member number of which the query term number coincides with the query term occurrence count. Thus, the query expression does not meet any one of the above conditions.

Accordingly, the query expressions of user numbers 1 and 3 are considered to be **satisfied**, the program orders to produce these **user** numbers.

Finally, a description will be made of the processes of the text forming program 118 at step 1103 of the text retrieval control program... program, at step 2504 the text number is stored in the distribution text number storing region of the delivery condition table 2108 corresponding to the **user number associated with the satisfied query expression**.

Fig. 25 shows an example of the process contents of this program.

As illustrated, the query expressions of **user** number 1 and **user** number 2 are **satisfied** to the text number 59.

Thus, the text number 59 is stored in the distribution text number storing regions of the delivery condition table 2108...

6/3,K/10 (Item 10 from file: 348)
DIALOG(R) File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

00844378

Cursor positioning method

Positionierungsverfahren

Procede de positionnement d'un curseur

PATENT ASSIGNEE:

INTERGRAPH CORPORATION, (1179944), 289 Dunlop Boulevard, Huntsville,
Alabama 35824, (US), (applicant designated states: DE;FR;GB;IT;NL)

INVENTOR:

B. Smqvist, Per, 130 Spannaker Ridge Drive No. F230, Huntsville, Alabama
35824, (US)

LEGAL REPRESENTATIVE:

Sparing - Rohl - Henseler Patentanwälte (100366), Rethelstrasse 123,
40237 Dusseldorf, (DE)

PATENT (CC, No, Kind, Date): EP 780799 A2 970625 (Basic)
EP 780799 A3 990623

APPLICATION (CC, No, Date): EP 96120031 961213;

PRIORITY (CC, No, Date): US 573689 951218

DESIGNATED STATES: DE; FR; GB; IT; NL

INTERNATIONAL PATENT CLASS: G06T-017/40; G06F-003/033;

ABSTRACT WORD COUNT: 98

LANGUAGE (Publication,Procedural,Application): English; English; English

TEXT AVAILABILITY:

Doc No	Text	Language	Update	Word Count
EPAB97	A	(English)	EPAB97	713
EPAB97	A	(English)	EPAB97	4815
Total word count - document A				5528
Total word count - document B				0
Total word count - documents A + B				5528

...SPECIFICATION displayed to the user in units of the current document coordinate system.

The user typically observes the offset values on the display and when the **user** is **satisfied** with particular offset **values**, the **user** selects the cursor position on the display **associated** with the particular offset **values** (step 204). In other **words**, the user moves the cursor on the display until the cursor is positioned at particular offset values away from the reference position.

After the cursor...

6/3,K/11 (Item 11 from file: 348)
DIALOG(R) File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

00840777

REDUCED KEYBOARD DISAMBIGUATING SYSTEM

SYSTEM ZUR UNTERDRUCKUNG DER VIELDEUTIGKEIT IN EINER VERRINGERTEN TASTATUR

SYSTEME D'ELIMINATION DES AMBIGUITES D'UN CLAVIER REDUIT

PATENT ASSIGNEE:

Tegic Communications, Inc., (2468480), 2001 Western Avenue, Suite 250,
Seattle, Washington 98121, (US), (Proprietor designated states: all)

INVENTOR:

King, Martin T., 19715 Vashon Highway Southwest, Vashon, WA 98070, (US)

Grover, Dale L., 731 West Genessee, Lansing, MI 48915, (US)

Kushler, Clifford A., 841 Grant Street, Wooster, OH 44691, (US)

Grunbock, Cheryl Arlene, 14533 Westside Highway, Vashon, WA 98070, (US)

LEGAL REPRESENTATIVE:

Robinson, Robin Edward, Dr. et al (88621), J.A. Kemp & Co., 14 South Square,
Gray's Inn, London WC1R 5JJ, (GB)

PATENT (CC, No, Kind, Date): EP 842463 A1 980520 (Basic)

EP 842463 B1 000329

WO 9705541 970213

APPLICATION (CC, No, Date): EP 96927260 960726; WO 96US12291 960726

PRIORITY (CC, No, Date): US 507756 950726; US 21180 960610

DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI; LU;
MC; NL; PT; SE

INTERNATIONAL PATENT CLASS: G06F-003/023

NOTE:

No A-document published by EPO

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	200013	1579
CLAIMS B	(German)	200013	1406
CLAIMS B	(French)	200013	1798
SPEC B	(English)	200013	16908

Total word count - document A 0

Total word count - document B 21691

Total word count - documents A + B 21691

...SPECIFICATION distinguish the type of item being selected in the selection list as the select key is pressed. Separate tones are therefore used to distinguish words, **numbers**, proper nouns, **phrases**, system names, etc. Distinct tones can also be **assigned** to each key to allow identification of mistakes in keystrokes. Finally, a unique tone is heard when the user presses a key that is unavailable for a word as described above.

Additional auditory **feedback** may be provided to the **user** by including a voice synthesizer as an application program 112, 114 in the disambiguating system. As a user enters keystrokes, the voice synthesizer announces the...

6/3,K/12 (Item 12 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 2004 European Patent Office. All rts. reserv.

00719874

Speech interpreter with a unified grammar compiler

Sprachinterpretator mit einem Kompiler mit vereinheitlichter Grammatik

Interpreteur de parole muni d'un compilateur a grammaire unifiee

PATENT ASSIGNEE:

SUN MICROSYSTEMS, INC., (1392730), 2550 Garcia Avenue, Mountain View, CA
94043, (US), (Proprietor designated states: all)

INVENTOR:

Martin, Paul A., 70 Ronald Road, Arlington, Massachusetts 02174, (US)

LEGAL REPRESENTATIVE:

Zenz, Joachim Klaus, Dipl.-Ing. et al (13445), Zenz, Helber, Hosbach &
Partner, Patentanwälte, Huyssenallee 58-64, 45128 Essen, (DE)

PATENT (CC, No, Kind, Date): EP 681284 A2 951108 (Basic)

EP 681284 A3 971015

EP 681284 B1 020703

APPLICATION (CC, No, Date): EP 95106331 950427;

PRIORITY (CC, No, Date): US 235046 940429
DESIGNATED STATES: DE; FR; GB; IT; NL; SE
INTERNATIONAL PATENT CLASS: G10L-015/18
ABSTRACT WORD COUNT: 221
NOTE:

Figure number on first page: 3A

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPAB95	1470
CLAIMS B	(English)	200227	1574
CLAIMS B	(German)	200227	1415
CLAIMS B	(French)	200227	1865
SPEC A	(English)	EPAB95	11877
SPEC B	(English)	200227	11763
Total word count - document A			13349
Total word count - document B			16617
Total word count - documents A + B			29966

...SPECIFICATION supplementing the feature-value pairs that are copied by head declarations, Recall the following example: (see image in original document)

Here, all the feature and **values** associated with the word that matched the pattern sem=firstname are propagated up to the feature-value set for "top level" nameSent. Suppose it is desirable to provide **user** application with different **feedback** depending on which preamble phrase is used. In this case, there is a need to pass up information to the user application about which pronoun...

...SPECIFICATION Assignments provides a mechanism for supplementing the feature-value pairs that are copied by head declarations, Recall the following example:

Here, all the feature and **values** associated with the word that matched the pattern sem=firstname are propagated up to the feature-value set for "top level" nameSent. Suppose it is desirable to provide **user** application with different **feedback** depending on which preamble phrase is used. In this case, there is a need to pass up information to the user application about which pronoun...

6/3,K/13 (Item 13 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

00650264

GENERATION OF ENLARGED PARTICIPATORY BROADCAST AUDIENCE
ERHOEHUNG DER ANZAHL TEILNEHMENDER ZUHOERER BEI RUNDfunkUBERTRAGUNGEN
OBTENTION D'UNE AUDIENCE PARTICIPATIVE ELARGIE EN MATIERE DE RADIODIFFUSION
PATENT ASSIGNEE:

VON KOHORN, Henry, (1722290), 945 Treasure Lane, Vero Beach, FL 32963,
(US), (Proprietor designated states: all)

INVENTOR:

VON KOHORN, Henry, 945 Treasure Lane, Vero Beach, FL 32963, (US)

LEGAL REPRESENTATIVE:

Beetz & Partner Patentanwalte (100712), Steinsdorfstrasse 10, 80538
Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 686334 A1 951213 (Basic)
EP 686334 B1 030502
WO 94019906 940901

APPLICATION (CC, No, Date): EP 94908036 940214; WO 94US1535 940214

PRIORITY (CC, No, Date): US 25397 930225

DESIGNATED STATES: GB

INTERNATIONAL PATENT CLASS: H04H-009/00; H04N-007/08

NOTE:

No A-document published by EPO

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	200318	2380
CLAIMS B	(German)	200318	2281
CLAIMS B	(French)	200318	2768
SPEC B	(English)	200318	72351
Total word count - document A			0
Total word count - document B			79780
Total word count - documents A + B			79780

...SPECIFICATION playback of an audio-visual tape, may be initiated by a member of the remote audience though cable communication, including telephone. In such instances, a member of the home audience calls a dedicated number, such as a 900-number, and requests the playing of a tape. Such request may be made through a central operator or by dialing a number, such as a dedicated number, associated with a specific tape selected by the caller.

The audience with an important aspect, participants in the remote audience can designate an area...

6/3,K/14 (Item 14 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

00602441

Method for resolution of natural-language queries against full-text databases

Verfahren, um natursprachliche Abfragen von Textdatenbanken zu lösen

Procede pour resoudre des demandes en langage naturel dans des bases de donnees de textes

PATENT ASSIGNEE:

CONQUEST SOFTWARE INC., (1713100), 9700 Patuxent Woods Drive, Suite 140, Columbia, Maryland MD-21046, (US), (Proprietor designated states: all)

INVENTOR:

Addison, Edwin R. Conquest Software Inc., 9700 Patuxent Woods Drive, Suite 140,, Columbia, Maryland MD-21046, (US)

Blair, Arden S. Conquest Software Inc., 9700 Patuxent Woods Drive, Suite 140,, Columbia, Maryland MD-21046, (US)

Nelson, Paul E. Conquest Software Inc., 9700 Patuxent Woods Drive, Suite 140,, Columbia, Maryland MD-21046, (US)

Schwartz, Thomas Conquest Software Inc., 9700 Patuxent Woods Drive, Suite 140, Columbia, Maryland MD-21046, (US)

ATTORNEY REPRESENTATIVE:

Smith, Christopher (31122), Eric Potter Clarkson, Park View House, 58 The Kopewalk, Nottingham NG1 5DD, (GB)

PATENT (CC, No, Kind, Date): EP 597630 A1 940518 (Basic)
EP 597630 B1 020731

APPLICATION (CC, No, Date): EP 93308829 931104;

PRIORITY (CC, No, Date): US 970718 921104

DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FR; GB; GR; IE; IT; LI; LU; MC; NL; PT; SE

INTERNATIONAL PATENT CLASS: G06F-017/27; G06F-017/30

ABSTRACT WORD COUNT: 168

NOTE:

Figure number on first page: 1

LANGUAGE (Publication, Procedural, Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	200231	1139
CLAIMS B	(German)	200231	1201
CLAIMS B	(French)	200231	1291
SPEC B	(English)	200231	11289

Total word count - document A 0

Total word count - document B 14920

Total word count - documents A + B 14920

...SPECIFICATION based upon the closeness of the word sense in the semantic word sense network, the syntactic position relative to the query, the

modifiers used in **association** with the head **word** , and a **number** of heuristic check questions. The weighting factor adjustments will be determined empirically during installation.

Natural Language-Based Routing

The method of the present invention has a "query by example" feature (also known in the art as relevance **feedback**) that allows a **user** to find a document similar to the one being viewed. The natural language processing enables this to also be used in routing of news wires...

6/3,K/15 (Item 15 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

00601988

Speech recognition system.

Spracherkennungssystem.

Systeme de reconnaissance du langage.

PATENT ASSIGNEE:

AT&T Corp., (589373), 32 Avenue of the Americas, New York, NY 10013-2412,
(US), (applicant designated states: AT;BE;DE;ES;FR;GB;IT;NL)

INVENTOR:

Mikkilineni, Rajendra Prased, 551 Stedway Court, Gahanna, Ohio 43230,
(US)

LEGAL REPRESENTATIVE:

Watts, Christopher Malcolm Kelway, Dr. et al (37391), AT&T (UK) Ltd. 5,
Mornington Road, Woodford Green Essex, IG8 0TU, (GB)

PATENT (CC, No, Kind, Date): EP 595541 A1 940504 (Basic)

APPLICATION (CC, No, Date): EP 93308345 931020;

PRIORITY (CC, No, Date): US 968724 921030

DESIGNATED STATES: AT; BE; DE; ES; FR; GB; IT; NL

INTERNATIONAL PATENT CLASS: G10L-005/06; G10L-007/08; G10L-009/06;

ABSTRACT WORD COUNT: 152

LANGUAGE (Publication,Procedural,Application): English; English; English

TEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF2	728
SPEC A	(English)	EPABF2	3202
Total word count - document A			3930
Total word count - document B			0
Total word count - documents A + B			3930

...SPECIFICATION that the received user spoken sounds included the unique password "DWD", FIG. 1, the phoneme string "diy+dahbixlyuw+diy" comparison is assumed to having been **assigned** the highest total **score** 120 and alphanumeric model **word** "DWD" is selected. and number model 1000.

In speaking a particular alphanumeric phrase, word, character or number, for example the unique password "DWD", the string of sounds received from the user of speech recognition system 1 will often include miscellaneous utterances such as sighs, background sounds, noise and other **comments** . Thus, the received string of **user** spoken sounds include miscellaneous sounds in addition to the sounds of the desired alphanumeric information. However, speech recognition system 1 recognizes ones of the alphanumeric...

6/3,K/16 (Item 16 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

1 - 4

Apparatus for selective agitation of reaction components

Vorrichtung zum selektiven Rühren von Reaktionskomponenten

Dispositif pour agiter selectivement des composants reactifs

PATENT ASSIGNEE:

ALFA BIOTECH S.p.A., (1567450), Via Castagnetta, 7, 00040 Pomezia (Roma),
 (IT), (applicant designated states:
 AT;BE;CH;DE;DK;ES;FR;GB;GR;IT;LI;LU;NL;SE)
 INVENTOR:
 Forrest, Gordon Coulter, Braemore, High Park Avenue, East Horsley,
 Surrey, KT24 5DB, (GB)
 Allen, Gerald John, 40 Chertsey Road, Windlesham, Surrey, GU20 6EP, (GB)
 Missing, Phillip, North End Cottage, Egerton, Ashford, Kent, TM27 9DY,
 (GB)
 LEGAL REPRESENTATIVE:
 Bizley, Richard Edward et al (28352), Hepworth, Lawrence, Bryer & Bizley
 Merlin House Falconry Court Baker's Lane, Epping Essex CM16 5DQ, (GB)
 PATENT (CC, No, Kind, Date): EP 435481 A2 910703 (Basic)
 EP 435481 A3 911218
 EP 435481 B1 970827
 APPLICATION (CC, No, Date): EP 90313114 901204;
 PRIORITY (CC, No, Date): GB 8929121 891222; GB 9020352 900918
 DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FR; GB; GR; IT; LI; LU; NL; SE
 INTERNATIONAL PATENT CLASS: G01N-035/00; B01F-009/10;
 ABSTRACT WORD COUNT: 91

LANGUAGE (Publication,Procedural,Application): English; English; English
 FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	9708W4	564
CLAIMS B	(German)	9708W4	516
CLAIMS B	(French)	9708W4	648
SPEC B	(English)	9708W4	3020
Total word count - document A			0
Total word count - document B			4748
Total word count - documents A + B			4748

...SPECIFICATION to such systems. Selective suspension of only those solid
 phase components required at a particular time may be achieved, thereby
 increasing the useful life of **individual reaction** components.

As can be appreciated, whilst the invention provides a flexible
 solution to the problems noted above, it is also readily adaptable to
 particular requirements in **terms** of type of suspension cycle, **number**
 of reaction components for a **given** reaction, type of container
 platform, use with different forms of automated machinery, and so on.

6/3,K/17 (Item 17 from file: 348)
 In file 348:EUROPEAN PATENTS
 European Patent Office. All rts. reserv.

Speech recognition system
 Spracherkennungssystem
 Dispositif pour la reconnaissance de la parole
 PATENT ASSIGNEE:

DRAGON SYSTEMS INC., (1170980), Chapel Bridge Park 90 Bridge Street,
 Newton, MA 02158, (US), (applicant designated states:
 AT;BE;CH;DE;ES;FR;GB;GR;IT;LI;LU;NL;SE)
 INVENTOR:
 Roberts, Jed, 38 Sparks St, Cambridge, MA 02138, (US)
 Baker, James K., 172 Highland Street, West Newton, MA 02165, (US)
 Porter, Edward W., 70 The Fenway, Unit 46, Boston, MA 02115, (US)

LEGAL REPRESENTATIVE:
 Lucking, David John et al (50902), FORRESTER & BOEHMERT
 Franz-Joseph-Strasse 38, 80801 Munchen, (DE)
 PATENT (CC, No, Kind, Date): EP 376501 A2 900704 (Basic)
 EP 376501 A3 901003
 EP 376501 B1 970604
 APPLICATION (CC, No, Date): EP 89312521 891130;
 PRIORITY (CC, No, Date): US 280700 881206
 DESIGNATED STATES: AT; BE; CH; DE; ES; FR; GB; GR; IT; LI; LU; NL; SE
 INTERNATIONAL PATENT CLASS: G10L-005/06;

ABSTRACT WORD COUNT: 104

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	EPAB97	1159
CLAIMS B	(German)	EPAB97	1112
CLAIMS B	(French)	EPAB97	1299
SPEC B	(English)	EPAB97	19952
Total word count - document A			0
Total word count - document B			23522
Total word count - documents A + B			23522

...SPECIFICATION of the next best scoring words, the corresponding machine response, which in the embodiment of FIG. 1 is a string of one or more characters, **associated** with that best **scoring word** is supplied to the branching tests represented by the steps 106-110, just as is any keystroke input supplied by the user (if a choice window is displayed so the test in step 801 is **satisfied**).

If the **user** 's input is an utterance recognized as a text word, its associated machine response, or output, is a string of printable ASCII characters representing the...

6/3,K/18 (Item 18 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 2004 European Patent Office. All rts. reserv.

00302754

Synthesis process of non-zeolitic molecular sieves.

Synthese-Verfahren von nichtzeolitischen Molekularsieben.

Procede de synthese de tamis moleculaires non zeolitiques.

PATENT ASSIGNEE:

NOF, (1013990), 25 East Algonquin Road, Des Plaines, Illinois 60017-5017,

(US), (applicant designated states:

AT; BE; CH; DE; ES; FR; GB; GR; IT; LI; LU; NL; SE)

(US):

NOF, William H., 1021 Hardscrabble Road, Chappaqua New York 10514, (US)

NOF, Stephen Thomas, 1024 East Main Street, Shrub Oak New York 10588,

(US),

Marte, Julio Cesar, 162 Oakwood Drive, Peekskill New York 10566, (US)

Flanigen, Edith Marie, 502 Woodland Hills Rd., White Plains New York,

(US)

LEGAL REPRESENTATIVE:

Eggert, Hans-Gunther, Dr. (3221), Raderscheidtstrasse 1, W-5000 Koln 41,

(DE)

PATENT (CC, No, Kind, Date): EP 324082 A1 890719 (Basic)

EP 324082 B1 920812

APPLICATION (CC, No, Date): EP 88119437 881123;

PRIORITY (CC, No, Date): US 126192 871125

DESIGNATED STATES: AT; BE; CH; DE; ES; FR; GB; GR; IT; LI; LU; NL; SE

INTERNATIONAL PATENT CLASS: B01J-029/02; B01J-020/02; C01B-033/20;

C01B-025/00

ABSTRACT WORD COUNT: 88

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	EPBBF1	996
CLAIMS B	(German)	EPBBF1	895
CLAIMS B	(French)	EPBBF1	1099
SPEC B	(English)	EPBBF1	38364
Total word count - document A			0
Total word count - document B			41354
Total word count - documents A + B			41354

...SPECIFICATION to such members as TAPO-5, TAPO-11, etc, i.e., a particular species will be referred to as TAPO-n where "n" is a **number**

specific to a **given class member** as its preparation **is** reported herein. This designation is an arbitrary one and is not intended to denote structural relationship to another material(s) which may also be characterized...

6/3,K/21 (Item 2 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

01002205 **Image available**

METHOD FOR ROUTING ELECTRONIC CORRESPONDENCE BASED ON THE LEVEL AND TYPE OF
EMOTION CONTAINED THEREIN
PROCEDE D'ACHEMINEMENT DE CORRESPONDANCE ELECTRONIQUE SUR LA BASE DU NIVEAU
ET DU TYPE D'EMOTIONS QU'ELLE CONTIENT

Inventor/Assignee:

WARNER K TECHNOLOGIES INC, 40 Enterprise Boulevard, Bozeman, MT 59718, US
(Residence), US (Nationality)

Inventor(s):

WARNER Douglas K, 9717 Cougar Drive, Bozeman, MT 59718, US,
RICHTER James Neal, 2411 B Wheeler, Bozeman, MT 59718, US,
DURBIN Stephen D, 1215 S. Grand Avenue, Bozeman, MT 59715, US,
GIANFORTE Greg, 1320 Manley Road, Bozeman, MT 59718, US,

Legal Representative:

KIRCHER William B (et al) (agent), Shook, Hardy & Bacon L.L.P., One
Kansas City Place, 1200 Main Street, Kansas City, MO 64105-2118, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200332190 A1 20030417 (WO 0332190)

Application: WO 2002US32412 20021009 (PCT/WO US0232412)

Priority Application: US 2001327988 20011009; US 2002266180 20021007

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO
RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW
(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR IE IT LU MC NL PT SE SK TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 2898

Availability:

Detailed Description

Detailed Description

... quite pleased.

Next, individual words and word-phrases are referenced (step 212)
against a lookup table at step 212. The referenced information is used to
assign an **emotion value** to the **individual words and word -
phrases** at step 215. Symbols within a message can also be **given**
emotion values. For example, emoticons which are punctuation strings
such as :-) to denote happiness and :-(to denote
sadness can be **assigned** an **emotion value**. In other **words**, emoticons
are
symbols that the system may use also to determine an overall ...that are
all capitalized can signify yelling. Serial exclamation points can
signify a forceful tone. Thus the system can recognize the difference in
degree of **emotion** between **someone** writing, "I
am not very **happy** ," and "I am NOT VERY HAPPY!!!"
A series of transformation rules are applied at step 222 to the email
message contents. The transformation rules can include such things as
associating a **word** and **rating** with the action of **assigning** a
message to a particular individual. Conversely transformation rules
involve the conversion of a word value from a scale of -100 to 100 to a
scale of -3 to +3. In order to reduce non-linearity in ratings and to
easily convey information to a **user**. A mapped **emotional** ranking is
applied at step 224 to the message using a fuzzy logic mapper. For
transformation purposes, a scale of between negative one hundred and...

6/3,K/22 (Item 3 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

... **Image available**

LARGE SCALE PROCESS CONTROL BY DRIVING FACTOR IDENTIFICATION

COMMANDE DE PROCESSUS A GRANDE ECHELLE PAR IDENTIFICATION DE FACTEURS D'ENTRAINEMENT

Patent Applicant/Assignee:

IBEX PROCESS TECHNOLOGY INC, Suite 301, 40 Church Street, Lowell, MA 01852, US, US (Residence), US (Nationality)

Inventor(s):

RIETMAN Edward A, 8 Crawford Lane, Nashua, NH 03063, US,
CARD Jill P, 22 Bailey's Lane, West Newbury, MA 01985, US,

Legal Representative:

FRANK Steven J (agent), Testa, Hurwitz & Thibault, LLP, High Street Tower, 125 High Street, Boston, MA 02110, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200325689 A2-A3 20030327 (WO 0325689)

Application: WO 2002US29206 20020913 (PCT/WO US0229206)

Priority Application: US 2001322403 20010914

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO

RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VC VN YU ZA ZM ZW

(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR IE IT LU MC NL PT SE SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Abstract Language: English

Fulltext Word Count: 12997

Fulltext Availability:

Detailed Description

Detailed Description

... or the time and labor, associated with achieving a process metric. The cost function may also be representative of an intangible such as, for example, **customer satisfaction**, market perceptions, or business risk. Accordingly, it should be understood that it is not central to the present invention what, in actuality, the cost function represents; rather, the numerical **values associated** with the cost function may represent anything meaningful in **terms** of the application. Thus, it should be understood that the "cost" **associated** with the cost function is not limited to monetary costs. The constraint set is defined by one or more ranges of acceptable values for the...the time and labor, associated with achieving a sub-process metric. The cost function can also be representative of an intangible such as, for example, **customer satisfaction**, market perceptions, or business risk. Accordingly, it should be understood that it is not central to the present invention what, in actuality, the cost function represents; rather, the numerical **values associated** with the cost function may represent anything meaningful in **terms** of the application. Thus, it should be understood that the "cost" **associated** with the cost function is not limited to monetary costs.

The condition of lowest cost, as defined by the cost function, is

6/3,K/23 (Item 4 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2004 WIPO/Univentio. All rights reserved.

00995694 **Image available**

SCALABLE, HIERARCHICAL CONTROL FOR COMPLEX PROCESSES

GESTION ECHELONNABLE ET HIERARCHIQUE DE PROCESSUS COMPLEXES

Patent Applicant/Assignee:

IBEX PROCESS TECHNOLOGY INC, 40 Church Street, Suite 301, Lowell, MA

01852, US, US (Residence), US (Nationality)

Inventor(s):

CARD Jill P, 22 Bailey's Lane, West Newbury, MA 01985, US,

RIETMAN Edward A, 8 Crawford Lane, Nashua, NH 03063, US,

Legal Representative:

FRANK Steven J (agent), Testa, Hurwitz & Thibault, LLP, High Street

Tower, 125 High Street, Boston, MA 02110, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200325685 A1 20030327 (WO 0325685)

Application: WO 2002US29101 20020913 (PCT/WO US0229101)

Priority Application: US 2001322406 20010914

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO

RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VC VN YU ZA ZM ZW

(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR IE IT LU MC NL PT SE SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 12974

Fulltext Availability:

Detailed Description

Detailed Description

... the time and labor, associated with achieving a sub-process metric.

The cost function could also be representative of an intangible such as, for example, **customer satisfaction**, market perceptions, or business risk. Accordingly, it should be understood that it is not central to the present invention what, in actuality, the cost function represents; rather, the numerical **values associated** with the cost function may represent anything meaningful in **terms** of the application. Thus, it should be understood that the "cost" **associated** with the cost function

6/3,K/24 (Item 5 from file: 349)

File 349:PCT FULLTEXT

2004 WIPO/Univentio. All rts. reserv.

00988442 **Image available**

EXERCISE APPARATUS

APPAREIL D'EXERCICE

Patent Applicant/Inventor:

SCHOPF John Michael, 19 Silvertop Street, Frankston, VIC 3200, AU, AU

(Residence), AU (Nationality)

Legal Representative:

WATERMARK PATENT & TRADEMARK ATTORNEYS (agent), 290 Burwood Road,

Hawthorn, VIC 3122, AU,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200318138 A1 20030306 (WO 0318138)

Application: WO 2002AU1176 20020828 (PCT/WO AU0201176)

Priority Application: US 2001316334 20010828

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO

RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW

(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR IE IT LU MC NL PT SE SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 5345

Fulltext Availability:

Detailed Description

Detailed Description

... which is itself linked to the cable directly or indirectly via various types of mechanisms.

One disadvantage of such equipment, however, is that the resistance **felt**

by a **user** often varies throughout the normal range of movement, often in a way that is not ideal for the user. For example, some equipment tends to focus the exertion of each lift at the beginning of each muscle movement. In other **words**, once the cable has begun to move the **associated weights**, the effort involved with moving the weights through the remainder of the repetition decreases significantly. This can affect muscle use and

6/3,K/25 (Item 6 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

(c) 2004 WIPO/Univentio. All rts. reserv.

00982989 **Image available**

AUTOMATIC INTERACTION ANALYSIS BETWEEN AGENT AND CUSTOMER

ANALYSE DES INTERACTIONS AFFECTANT LES TELECOMMUNICATIONS

Patent Applicant/Assignee:

EYRETEL PLC, Kings Court, Kingston Road, Leatherhead, Surrey KT22 7SZ, GB
, GB (Residence), GB (Nationality), (For all designated states except:
US)

Patent Applicant/Inventor:

BLAIR Christopher Douglas, Ivor Cottages, Balneath Farm, South Chailey,
West Sussex BN8 4AP, GB, GB (Residence), GB (Nationality), (Designated
only for: US)

ARMSTRONG Ainsley Malcolm, 4 Aspen Way, Horsham, West Sussex RH12 4AH, GB,
GB (Residence), GB (Nationality), (Designated only for: US)

CHARISTE Samuel, 12 Oaklands, Horsham, West Sussex RH13 5LJ, GB, GB
(Residence), NL (Nationality), (Designated only for: US)

Legal Representative:

GILL David Alan (agent), W.P. Thompson & Co., Celcon House, 289-293 High
Holborn, London WC1V 7HU, GB,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200313113 A2-A3 20030213 (WO 0313113)

Application: WO 2002GB3532 20020731 (PCT/WO GB0203532)

Priority Application: GB 200118921 20010802

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO

RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG US UZ VN YU ZA ZM ZW

(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR IE IT LU MC NL PT SE SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 7653

Fulltext Availability:

Detailed Description

Detailed Description

... is recognized. For

example, the customer satisfaction indicator would be weighted more heavily towards the end of the call rather than the beginning as the **customer** may already be **happy** or upset due to other factors at the start of the call. The success of the call is more accurately determined by the customer's state at the end of the call.

In situations where both positive and negative **scores** are

assigned to phrases in the same category the system is arranged to separate total positive and negative scores, rather than merely seeking to cancel these out. A call...

6/3,K/26 (Item 7 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00960163

NOVEL ANTIGEN BINDING MOLECULES FOR THERAPEUTIC, DIAGNOSTIC, PROPHYLACTIC, ENZYMATIC, INDUSTRIAL, AND AGRICULTURAL APPLICATIONS, AND METHODS FOR GENERATING AND SCREENING THEREOF

NOUVELLES MOLECULES DE LIAISON A UN ANTIGENE DESTINEES A DES APPLICATIONS THERAPEUTIQUES, DIAGNOSTIQUES, PROPHYLACTIQUES, ENZYMATIQUES, INDUSTRIELLES ET AGRICOLES ET PROCEDES DE GENERATION ET DE CRIBLAGE DE TELLES MOLECULES

Patent Applicant/Assignee:

DIVERSA CORPORATION, 4955 Directors Place, San Diego, CA 92121, US, US
(Residence), US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

SHORT Jay M, P.O. Box 7214, Rancho Santa Fe, CA 92067-7214, US, US
(Residence), US (Nationality), (Designated only for: US)

Legal Representative:

FINHORN Gregory P (agent), Fish & Richardson P.C., 4350 La Jolla Village Drive, Suite 500, San Diego, CA 92122, US,

Parent and Priority Information (Country, Number, Date):

Patent: WO 200292780 A2 20021121 (WO 0292780)

Application: WO 2002US15767 20020517 (PCT/WO US0215767)

Priority Application: US 2001300381 20010517; US 2001300907 20010625

Parent Application/Grant:

Related by Continuation to: US 2001300907 20010625 (CIP); US 2001300381 20010517 (CIP)

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO

RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG US UZ VN YU ZA ZM ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 202338

Fulltext Availability:

Detailed Description

Detailed Description

... probability density function (PDF) can be determined to predict the population of crossover events that are likely to occur during each step in a ligation reaction given a set number of parental variants, a number of oligonucleotides corresponding to each variant, and the concentrations of each variant during each step in the

6/3,K/27 (Item 8 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00954785 **Image available**

SYSTEM TO PROVIDE CONSUMER PREFERENCE INFORMATION

SYSTEME PERMETTANT D'OBTENIR DES INFORMATIONS DE PREFERENCE DE CONSOMMATEUR

Patent Applicant/Assignee:

BLUE FLAME DATA INC, 90 John Street, Suite 501, New York, NY 10038, US,
US (Residence), US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

KEIL Sev K H, 150 East 44th Street, Apt 27C, New York, NY 10017, US, US
(Residence), DE (Nationality), (Designated only for: US)
WITTINK Dick R, 25 Old Orchard Road, North Haven, CT 06473-3023, US, US
(Residence), NL (Nationality), (Designated only for: US)
VAN DER SCHEER Hiek Roelof, 82 West 12th Street, Apt. 6C, New York, NY
10011, US, US (Residence), NL (Nationality), (Designated only for: US)
Legal Representative:
Buckley, Maschoff, Talwalkar & Allison LLC,
100 Main Street, New Canaan, CT 06840, US,
Patent and Priority Information (Country, Number, Date):
Patent: WO 200288882 A2-A3 20021107 (WO 0288882)
Application: WO 2002US13292 20020426 (PCT/WO US0213292)
Priority Application: US 2001845051 20010427
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR
KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE
SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 17947

Fulltext Availability:
Detailed Description

Detailed Description

... the impossibility in comparing raw
preference information associated with one consumer to raw preference
information associated with another consumer or consumers. Comparison is
impossible because individual consumers have individual opinions
...
weight of values in a scale. in other words , a first consumer may
assign a
preference value of 8 to an attribute level, while a second consumer
who
equally prefers the attribute level may assign a preference value of 6.
In order...

6/3,K/28 (Item 9 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00933168 **Image available**

SYSTEM FOR MODELING AND SIMULATING EMOTION STATES
SYSTEME POUR LA MODELISATION ET LA SIMULATION D'ETATS EMOTIONNELS

Patent Applicant/Assignee:

I & A RESEARCH INC, 15A rue de la Gare, St-Sauveur, Quebec J0R 1R0, CA,
CA (Residence), CA (Nationality)

Inventor(s):

GUERIN Charles L, 760 Echo Road, Morin Heights, Quebec J0R 1H0, CA,
MEHRABIAN Albert, 1130 Alta Mesa Road, Monterey, CA 93940, US,

Legal Representative:

ROBIC (agent), 55, St-Jacques, Montreal, Quebec H2Y 3X2, CA,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200267194 A2-A3 20020829 (WO 0267194)
Application: WO 2002CA221 20020219 (PCT/WO CA0200221)
Priority Application: US 2001269348 20010220

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CY CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO
RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 9689

Fulltext Availability:
Detailed Description

Detailed Description

... from -1 00 to +1 00, and indicates the degree of dominance vs.
submissiveness (defined as the feeling of control vs.

lack of control an **individual** subjectively experiences) that is
associated with the **emotion** term given in the first field.

Pleasure (P), Arousal (A), and Dominance (D) **values** for each emotion
term were derived using the PAD scales **given** in Table 4 of Mehrabian
and Russell (1974), samples of which are given in Figure 6. The
Happy-Unhappy item in Figure 6 is one...

6/3,K/29 (Item 10 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00033152 **Image available**

EXTENDED WEB ENABLED MULTI-FEATURED BUSINESS TO BUSINESS COMPUTER SYSTEM
FOR RENTAL VEHICLE SERVICES
SYSTEME INFORMATIQUE ETENDU ENTRE ENTREPRISES, A FONCTIONS MULTIPLES,
FONCTIONNANT SUR LE WEB, POUR DES SERVICES DE LOCATION DE VEHICULES

Patent Applicant/Assignee:

THE CRAWFORD GROUP INC, 600 Corporate Park Drive, St. Louis, MO 63105, US
, US (Residence), US (Nationality), (For all designated states except:
US)

Patent Applicant/Inventor:

WEINSTOCK Timothy Robert, 1845 Highcrest Drive, St. Charles, MO 63303, US
, US (Residence), US (Nationality), (Designated only for: US)

DE VALLANCE Kimberly Ann, 2037 Silent Spring Drive, Maryland Heights, MO
63043, US, US (Residence), US (Nationality), (Designated only for: US)

HASELHORST Randall Allan, 1016 Scenic Oats Court, Imperial, MO 63052, US,
US (Residence), US (Nationality), (Designated only for: US)

KENNEDY Craig Stephen, 9129 Meadowglen Lane, St. Louis, MO 63126, US, US
(Residence), US (Nationality), (Designated only for: US)

SMITH David Gary, 10 Venice Place Court, Wildwood, MO 63040, US, US
(Residence), US (Nationality), (Designated only for: US)

TINGLE William T, 17368 Hilltop Ridge Drive, Eureka, MO 63025, US, US
(Residence), US (Nationality), (Designated only for: US)

KLOPFENSTEIN Anita K, 433 Schwarz Road, O'Fallon, IL 62269, US, US
(Residence), US (Nationality), (Designated only for: US)

Legal Representative:

HAFERKAMP Richard E (et al) (agent), HOWELL & HAFERKAMP, L.C., Suite
1400, 7733 Forsyth Blvd., St. Louis, MO 63105-1817, US,

Patent and Priority Information (Country, Number, Date):

WO 200267175 A2 20020829 (WO 0267175)

WO 2001US51437 20011019 (PCT/WO US0151437)

Priority Application: US 2000694050 20001020

Patent Application/Grant:

Related by Continuation to: US 2000694050 20001020 (CIP)

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PH PL PT RO RU

SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 243912

Fulltext Availability:

Detailed Description

Detailed Description

... Rental Terminated On:r used to provide a preformatted Callback
tail Notes phrase.

'Rental Extended 0 days' used to provide a preformatted Callback
tail Notes **phrase** .

IDQAM61VI I
IECOOEXVI I
IOVRDBF CB007POO WAITRCD(*IMMED)1
IOVRDBF RACKAST WAITRCD(*IMMED)1
IOVRDBF RACMAST WAITRCD(*IMMED)1
1/1 used to as ...into a Callback Detail
tes text.

Logicals.
1Y1
IN'
101
fit
Process/shutdown codes.

VEX\$
'SDI
Format IDs.

,APPDO11
1ADJDO11
1BEFCO11
11111111
Comments .

Confidential Page 84 of 246 8/11/00
ARMS Process Report
ILECOOEXV11 is used as the JOB NAME.

'ECOEXVII used as the CALLING PROGRAM ID...

6/3,K/30 (Item 11 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
© 2004 WIPO/Univentio. All rts. reserv.

111164
SYSTEMS AND METHODS FOR DETECTION ASSAY ORDERING, DESIGN, PRODUCTION,
INVENTORY, SALES AND ANALYSIS FOR USE WITH OR IN A PRODUCTION FACILITY
SYSTEMES ET PROCEDES DE COMMANDE, DE CONCEPTION, DE PRODUCTION,
D'INVENTAIRE, DE VENTE ET D'ANALYSE DE DOSAGES DE DETECTION, POUVANT
ETRE UTILISES AVEC OU DANS UN MOYEN DE PRODUCTION

Patent Applicant/Assignee:

THIRD WAVE TECHNOLOGIES INC, 502 South Rosa Road, Madison, WI 53719, US,
US (Residence), US (Nationality), (For all designated states except:
US)

Patent Applicant/Inventor:

BROWER Amy, 8519 Elderberry Road, Madison, WI 53717, US, US (Residence),
US (Nationality), (Designated only for: US)
Mary Ann, 910 Pebble Beach Drive, Madison, WI 53717, US, US
(Residence), US (Nationality), (Designated only for: US)
KRAEMER Raymond F, 3108 Creekview Drive #6, Madison, WI 53562, US, US
(Residence), US (Nationality), (Designated only for: US)
FORS Lance, Hidden Hollow Trails #12, Madison, WI 53719, US, US
(Residence), US (Nationality), (Designated only for: US)
GRANSKE Rocky, 2933 Manchester Road, Madison, WI 53719, US, US

... (Nationality), (Designated only for: US)
... INDIG Monika, 6618 Montclair Lane, Madison, WI 53711, US, US
(Residence), US (Nationality), (Designated only for: US)
KURENSKY David, 3279 N. Cramer, Milwaukee, WI 53211, US, US (Residence),
US (Nationality), (Designated only for: US)
LUEDTKE Craig, 305 Edgemere Court, Waunakee, WI 53211, US, US (Residence)
, US (Nationality), (Designated only for: US)
LUKOWIAK Andrew A, 2254 High Ridge Trail, Madison, WI 53713, US, US
(Residence), US (Nationality), (Designated only for: US)
LYAMICHEV Victor, 2523 Carriedale Court, Madison, WI 53711, US, US
(Residence), RU (Nationality), (Designated only for: US)
NERI Bruce P, 5714 Kilkenny Place, Madison, WI 53711, US, US (Residence),
US (Nationality), (Designated only for: US)
REIMER Ned D, 7125 Gladstone Drive, Madison, WI 53219, US, US (Residence)
, US (Nationality), (Designated only for: US)
ROEVEN Robert T P, 324 Lowell Street, Stoughton, WI 53589, US, US
(Residence), US (Nationality), (Designated only for: US)
SKRZYPCZYNSKI Zbiginiev, 881 Orchid Street, Verona, WI 53711, US, US
(Residence), PL (Nationality), (Designated only for: US)
ZIARNO Witold A, 6301 Offshore Drive #319, Madison, WI 53705, US, US
(Residence), US (Nationality), (Designated only for: US)
COMERFORD John, 7755 Summerfield Drive, Verona, WI 53593, US, US
(Residence), US (Nationality), (Designated only for: US)
STUMP Steven, 575 Harvest Lane, Verona, WI 53593, US, US (Residence), US
(Nationality), (Designated only for: US)
... Daniel D, 17 Jacobs Court, Madison, WI 53711, US, US (Residence),
(Nationality), (Designated only for: US)
... representative:
... David A (et al) (agent), Medlen & Carroll, LLP, Suite 350, 101
... Street, San Francisco, CA 94105, US,

... and Priority Information (Country, Number, Date):

Patent: WO 200244994 A2 20020606 (WO 0244994)
Application: WO 2001US45705 20011130 (PCT/WO US0145705)
Priority Application: US 2000250112 20001130; US 2000250449 20001130; US
2001771332 20010126; US 2001782702 20010213; US 2001285895 20010423; US
2001288229 20010502; US 2001289764 20010509; US 2001304521 20010711; US
2001307660 20010725; US 2001915063 20010725; US 2001308878 20010731; US
2001311582 20010810; US 2001929135 20010814; US 2001930535 20010815; US
2001930688 20010815; US 2001930646 20010815; US 2001930543 20010815; US
2001326549 20011002; US 2001238312 20011010; US 2001329113 20011012; US
2001328861 20011012; US 2001360489 20011019; US 20012251 20011026; US
200154023 20011113

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PH PL PT RO RU
SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 140672

Fulltext Availability:

Detailed Description

Detailed Description

... components are included in the term "fragmented kit." In contrast, a
"combined kit" refers to a delivery system containing all of the
components of a **reaction** assay in a single container (e.g., in a single
box housing each of the desired components). The **term** "kit" includes
both fragmented and combined kits.

As used herein, the **term** "information" refers to any collection of facts
or data. In reference to information stored or processed using a computer
system(s), including but not limited to internets, the **term** refers to
any data stored in any format (e.g., analog, digital, optical,

etc.). As used herein, the term "information related to a subject...

6/3,K/31 (Item 12 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00899467 **Image available**

DYNAMICALLY DETERMINING APPROPRIATE COMPUTER INTERFACES
DETERMINATION DYNAMIQUE D'INTERFACES UTILISATEUR INFORMATIQUES APPROPRIEES

Patent Applicant/Assignee:

TANGIS CORPORATION, 1100 Dexter Avenue North, Seattle, WA 98109, US,
(Residence), US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

ABBOTT Kenneth, 4216-107th Place N.E., Kirkland, WA 98033, US, US
(Residence), US (Nationality), (Designated only for: US)

ROBERTS James O, 17610 NE 31st Place, Redmond, WA 98052, US, US
(Residence), US (Nationality), (Designated only for: US)

DAVIS Lisa L, 3118 Mt. Rainier Drive South, Seattle, WA 98144, US, US
(Residence), US (Nationality), (Designated only for: US)

NEWELL Dan, 2623 Evergreen Point Road, Medina, WA 98039, US, US
(Residence), US (Nationality), (Designated only for: US)

Legal Representative:

WHITE James A D (et al) (agent), Perkins Coie LLP, P.O. Box 1247,
Seattle, WA 98111-1247, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200233541 A2-A3 20020425 (WO 0233541)

Application: WO 2001US32543 20011016 (PCT/WO US2001032543)

Priority Application: US 2000240671 20001016; US 2000240682 20001016; US
2000240687 20001016; US 2000240689 20001016; US 2000240694 20001016; US
2001311181 20010809; US 2001311148 20010809; US 2001311151 20010809; US
2001311190 20010809; US 2001311236 20010809; US 2001323032 20010914

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD

SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 85420

Fulltext Availability:

Detailed Description

Detailed Description

... if the task is not addressed. If few consequences are
associated with the task, then the task is of lower importance,
EXAMPLE TASK IMPORTANCE CHARACTERIZATION **VALUES**
[002241 This task characterization is scalar, with the minimum range
being binary, Example binary **values** or scale endpoints are not
important/very important, [00225] Using not important and very important
as scale endpoints, the following
list is an example task...

...scale,

The task is not important to the user, This task has an importance
rating

"1"

The task is of slight importance to the **user**. This task has an

importance

rating of "2."

The task is of moderate importance to the user. This task has an
importance rating of "3..."

File 347:JAPIO Oct 1976-2003/Oct(Updated 040202)

(c) 2004 JPO & JAPIO

File 350:Derwent WPIX 1963-2004/UD,UM &UP=200414

(c) 2004 Thomson Derwent

Ref	Items	Description
S1	374141	WORD? ? OR KEYWORD? ? OR TERM? ? OR BUZZWORD? ? OR TERMINOLOGY OR PHRASE? ? OR SENTENCE? ? OR EXPRESSION? ?
S2	29703	S1(7N)(VALUE? ? OR NUMBER? ? OR NUMERAL? ? OR SCORE? ? OR SCORING OR RATING OR WEIGHT? ? OR GRADE? ? OR GRADING)
S3	557495	FEEDBACK? ? OR RESPONSE? ? OR COMMENT? ? OR REMARK??? OR OPINION? ? OR ATTITUDE? ?
S4	25811	S3(7N)(PEOPLE OR PERSON? ? OR FRIEND? OR INDIVIDUAL? ? OR EMPLOYEE? ? OR MEMBER? ? OR STUDENT? ? OR SOMEONE OR ANYONE OR USER? ? OR PARTICIPANT? ? OR SUBSCRIBER? ? OR BUYER? ? OR CUSTOMER? ? OR CONSUMER? ? OR VISITOR? ? OR GUEST? ?)
S5	125	S2 AND S4
S6	61	S5 AND IC=G06F
S7	64	S5 NOT S6
S8	1115159	REACT??? OR REACTION? ? OR SENTIMENT? ? OR FEELINGS OR EMOTION??
S9	9160	S8(7N)(PEOPLE OR PERSON? ? OR FRIEND? OR INDIVIDUAL? ? OR EMPLOYEE? ? OR MEMBER? ? OR STUDENT? ? OR SOMEONE OR ANYONE OR USER? ? OR PARTICIPANT? ? OR SUBSCRIBER? ? OR BUYER? ? OR CUSTOMER? ? OR CONSUMER? ? OR VISITOR? ? OR GUEST? ?)
S10	13	S2 AND S9
S11	10	S10 NOT S5

6/5/5 (Item 5 from file: 347)
DIALOG(R)File 347:JAPIO
(c) 2004 JPO & JAPIO. All rts. reserv.

06481485 **Image available**
DOCUMENT PROCESSOR AND PROCESSING METHOD AND RECORDING MEDIUM FOR RECORDING
CONTROL PROGRAM

PUB. NO.: 10-067062 [JP 2000067062 A]
PUBLISHED: March 03, 2000 (20000303)
INVENTOR(s): NAGATSUMA HIDEAKI
APPLICANT(s): NEC CORP
APPL. NO.: 10-232407 [JP 98232407]
FILED: August 19, 1998 (19980819)
INTL CLASS: G06F-017/30

ABSTRACT

PROBLEM TO BE SOLVED: To automatically re-arrange and output plural documents in **response** to a request from a **user** .

SOLUTION: Q & A collection document 101 to be retrieved is retrieved by a document retrieving part 103 under a retrieval condition 102 that is a word 'printer', and plural retrieved result documents 104 are displayed by a document outputting part 105. Highly frequent words to be used for re-arrangement are stored in a candidate dictionary 106, and words included in the retrieved result documents 104 are extracted from the candidate dictionary 106, and used as condition candidates by a candidate preparing part 107. A user selects the word 'printer' which is considered necessary from among the condition candidates by referring to the retrieved result documents 104. A re-arranging part 111 rearranges the retrieved result documents 104 in the order of the larger **number** of times of the appearance of the **word** .

COPYRIGHT: (C)2000,JPO

6/5/6 (Item 6 from file: 347)
DIALOG(R)File 347:JAPIO
(c) 2004 JPO & JAPIO. All rts. reserv.

05977876 **Image available**
VOICE INTERACTION METHOD

PUB. NO.: 10-260976 [JP 10260976 A]
PUBLISHED: September 29, 1998 (19980929)
INVENTOR(s): HIROSE MASAKO
APPLICANT(s): RICOH CO LTD [000674] (A Japanese Company or Corporation), JP
(Japan)
APPL. NO.: 09-064567 [JP 9764567]
FILED: March 18, 1997 (19970318)
INTL CLASS: [6] G06F-017/30 ; G06F-003/16 ; G06F-003/16 ; G06F-017/28
; G10L-003/00; G10L-003/00
JAPIO CLASS: 45.4 (INFORMATION PROCESSING -- Computer Applications); 42.5
(ELECTRONICS -- Equipment); 45.3 (INFORMATION PROCESSING --
Input Output Units)
JAPIO KEYWORD: R108 (INFORMATION PROCESSING -- Speech Recognition &
Synthesis)

ABSTRACT

PROBLEM TO BE SOLVED: To adjust an output of a machine to a user's speech when speech is overlapped and to change it into what is short and what is a simple content by outputting a response **sentence** that has the small **number** of characters among response **sentences** which have the same **number** of characters and the different number of characters when the user speaks during the input.

SOLUTION: A voice recognizing module 1 analyzes the characteristic of inputted voice, successively collates recognition candidates generated by a

language processing part 3 during an voice input, gives a recognition result to the part 3, and also measures whether a user speaks during speech processing system and also whether the speed of the **user** 's speech is fast or slow. A **response** sentence that has a sentence pattern and content which correspond to the next interaction scene is selected from a recognition result that is obtained in the module 1 and outputted by a voice synthesizing module 2. Here, when the **user** speaks during a voice output, a **response sentence** which has the different **number** of characters that represent the same meaning is previously prepared, and a response **sentence** which has the small **number** of characters is outputted.

6/5/8 (Item 8 from file: 347)

DIALOG(R)File 347:JAPIO

(c) 2004 JPO & JAPIO. All rts. reserv.

03396799 **Image available**

AUDIO RESPONSE DEVICE

PUB. NO.: 03-059699 [JP 3059699 A]

PUBLISHED: March 14, 1991 (19910314)

INVENTOR(s): MORI MASAHIRO

KIDO KEISUKE

IGARASHI TAKUJI

APPLICANT(s): KANEBO LTD [000095] (A Japanese Company or Corporation), JP (Japan)

APPL. NO.: 01-197151 [JP 89197151]

FILED: July 28, 1989 (19890728)

INTL CLASS: [5] G10L-005/02; G06F-003/16 ; G06F-015/30 ; G10L-003/00; H04M-003/50

CLASS: 42.5 (ELECTRONICS -- Equipment); 44.4 (COMMUNICATION -- Telephone); 45.3 (INFORMATION PROCESSING -- Input Output Units); 45.4 (INFORMATION PROCESSING -- Computer Applications)

JAPIO KEYWORD: R087 (PRECISION MACHINES -- Automatic Banking); R108 (INFORMATION PROCESSING -- Speech Recognition & Synthesis); R131 (INFORMATION PROCESSING -- Microcomputers & Microprocessors)

JOURNAL: Section: P, Section No. 1209, Vol. 15, No. 214, Pg. 155, May 31, 1991 (19910531)

ABSTRACT

PURPOSE: To eliminate the total unnaturalness of an intonation generated because of a fine soundless time generated between phrases generated when the word data are edited with a background sound by providing a mixing circuit which mixes other voice inputs between a voice restoration part and a line transmission part.

CONSTITUTION: The mixing circuit 31 which mixes other voice inputs is provided between the voice restoration part 2a for a message sentence and the line transmission part 3a. Then when a **user** calls a center equipped with the audio **response** device 2a and a line 4 is connected, a 1st message is sent back to the user and after the center sends the message, a sound such as music generated by a music reproducing device 30 is mixed by the mixing circuit 31, whose output is sent to the line 4. Consequently, the music can be listened to even in a response wait time between phrases which is generated during the matching of a membership **number** or the matching of a voice **word**, or a wait time in the confirmation processing of a password number, so the user is not anxious about the wait time so much and can wait for a next message with ease.

6/5/9 (Item 9 from file: 347)

DIALOG(R)File 347:JAPIO

(c) 2004 JPO & JAPIO. All rts. reserv.

03002736 **Image available**

USER SUPPORT TYPE INPUT SENTENCE RESPONSE PROCESSOR

PUB. NO.: 01-300336 [JP 1300336 A]
 PUBLISHED: December 04, 1989 (19891204)
 INVENTOR(s): MATSUO HIROSHI
 NAKAGAWA MASARU
 OYAMA YOSHIJI
 APPLICANT(s): NIPPON TELEGR & TELEPH CORP <NTT> [000422] (A Japanese
 Company or Corporation), JP (Japan)
 APPL. NO.: 63-132247 [JP 88132247]
 FILED: May 30, 1988 (19880530)
 INT. CLASS: [4] G06F-007/28
 CLASS. NO.: 45.1 (INFORMATION PROCESSING -- Arithmetic Sequence Units);
 45.2 (INFORMATION PROCESSING -- Memory Units)
 ABSTRACT: Section: P, Section No. 1009, Vol. 14, No. 92, Pg. 123,
 February 20, 1990 (19900220)

ABSTRACT

PURPOSE: To quickly obtain an accurate response by exemplifying a response enable sentence via a computer system based on the sentence supplied from a user.

CONSTITUTION: A computer system exemplifies the response enable sentences based on the example sentences stored in an example sentence store part 6 and the meaning attributes of the words of a sentence supplied from a user. Then the user selects a sentence coincident with his/her intention out of those exemplified sentences and performs the response processing with the selected sentence defined as a processing subject. Thus the user can easily supply his/her intention to be sent to the computer system with no large load applied to the user. Then the user can quickly obtain an accurate response. In addition, the number of response enable sentences can be increased just by adding the example sentences to be held by the part 6 and the processing procedure information. Furthermore it is possible to easily cope with the change of the field of application just by changing said sentences to be held by the part 6, the processing procedure information and the meaning information to be added to the words.

6/5/15 (Item 5 from file: 350)
 Derwent WPI
 Derwent. All rts. reserv.

1998 **Image available**
 WPI Acc No: 2003-309914/200330

Learning method using user action information on web

Patent Assignee: KT CORP (KTKT-N)

Inventor: RYU J S

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2002096428	A	20021231	KR 200134854	A	20010619	200330 B

Priority Applications (No Type Date): KR 200134854 A 20010619

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
KR 2002096428	A		1	G06F-017/00	

Abstract (Basic): KR 2002096428 A

NOVELTY - A learning method using a user action information on a web is provided to supply a personal service in accordance with a tendency of an individual by reflecting the tendency of the individual being varied through a learning with respect to a user profile on a web.

DETAILED DESCRIPTION - A web site is divided into a plurality of categories using structure information of a web site, weight values with respect to a user initial file and each category of the web site are calculated using user information, user preference information, and population statistics information(21). A conventional user profile is obtained for a learning(22). The user profile is expressed as a pair of

weight values. An action of the user on the web site is extracted through a web log analysis, transaction details, and a cart analysis, and feedback data for learning are obtained(23). An actual interest of the user is reflected using the obtained user data(24). In detail, a learning is performed using a category **weight value** and a **weight value** of a **keyword** which are objects of a **feedback** of the **user** profile, and a learning result is reflected in the user profile.

pp; 1 DwgNo 1/10

Title Terms: LEARNING; METHOD; USER; ACTION; INFORMATION; WEB

Derwent Class: T01

International Patent Class (Main): G06F-017/00

File Segment: EPI

6/5/18 (Item 8 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2004 Thomson Derwent. All rts. reserv.

015108726 **Image available**

WPI Acc No: 2003-169245/200317

XRPX Acc No: N03-133681

Information analysis and revealing system for text data from after purchase feedback, responses to questionnaires in consumer goods marketing subjects text to linguistic and statistical analysis

Patent Assignee: UNILEVER NV (UNIL.); UNILEVER PLC (UNIL.)

Inventor: CRONIN O S T; EL DEREDY W; HARBRON C G; HAYET M; PATEL S

Number of Countries: 026 Number of Patents: 001

Parent Family:

Parent No	Kind	Date	Applicat No	Kind	Date	Week
EP 1271341	A2	20030102	EP 200277555	A	20020627	200317 B

Other Applications (No Type Date): EP 2001306519 A 20010730

Other Details:

Parent No Kind Lan Pg Main IPC Filing Notes

EP 1271341 A2 E 15 G06F-017/28

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI TR

Abstract (Basic): EP 1271341 A2

NOVELTY - A module receives the text data captured from different sources and forwards to another module for linguistic analysis for extraction of linguistic units or features. Another module subjects the results of linguistic analysis to statistical analysis for clustering, size reduction or hypothesis testing of the text.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for method of revealing information.

USE - For analyzing text data such as transcripts of speech, electronic text, printed or hand written media, transliterations, etc., from different sources like interviews, focus groups, syndicate groups, questionnaires (free text), computer-mediated communication, telephone conversations, video conferences, audio and audio-visual broadcasts, encoded language, news paper, books, magazines, electronically published media naturally occurring conversations. Especially for analyzing the words and data statistically, from information obtained by interviewing **consumers feedback** after purchase, e-mails from **consumers** to care-lines of product web site, questionnaires calling for the text answers etc., for developing and marketing consumer goods. Also for analysis and information extraction from factual document such as reports e.g. weather reports, scientific prose, news feeds, legal texts, etc.

ADVANTAGE - More accurate information can be obtained from unstructured, subjective, personal text because the text is subjected to analysis.

DESCRIPTION OF DRAWING(S) - The figure shows the plot of **scores** of **words** and countries on analyzing snow reports gathered from different countries.

pp; 15 DwgNo 1/2

Title Terms: INFORMATION; ANALYSE; REVEAL; SYSTEM; TEXT; DATA; AFTER;

PHRASE; FEEDBACK; RESPOND; CONSUME; GOODS; MARKET; SUBJECT; TEXT;
STATISTICAL; ANALYSE
Derwent Class: T01
International Patent Class (Main): G06F-017/28
File Segment: EPI

6/5/20 (Item 10 from file: 350)
DIALOG(R) File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

014819297 **Image available**
WPI Acc No: 2002-640003/200269
XRPX Acc No: N02-505907

Customer response recognition system, judges sentiment of user ,
based on e-mail received from user and corresponding value expressed in
expression dictionary and outputs result in visual display format

Patent Assignee: SEIKO EPSON CORP (SHIH)
Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2002230011	A	20020816	JP 200128649	A	20010205	200269 B

Priority Applications (No Type Date): JP 200128649 A 20010205

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 2002230011	A		10	G06F-017/30	

Abstract (Basic): JP 2002230011 A

NOVELTY - A recognition device (13) judges the sentiment of an
user , based on the response received through e-mail from the user
and the corresponding value expressed in an expression dictionary
(11). An output device (14) outputs the judgment result in a visual
display format with respect to the user, through a communication
circuit.

USE - Automatic customer response recognition system for
customer support in an enterprise.

ADVANTAGE - Enables to exactly understand the customer response
, thereby better service can be provided to the customer.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of
customer response recognition system.

Expression dictionary (11)

Recognition device (13)

Output device (14)

pp; 10 DwgNo 1/9

Title Terms: CUSTOMER; RESPOND; RECOGNISE; SYSTEM; JUDGEMENT; USER; BASED;
MAIL; RECEIVE; USER; CORRESPOND; VALUE; EXPRESS; EXPRESS; DICTIONARY;
OUTPUT; RESULT; VISUAL; DISPLAY; FORMAT

Derwent Class: T01

International Patent Class (Main): G06F-017/30

International Patent Class (Additional): G06F-017/60

File Segment: EPI

6/5/25 (Item 15 from file: 350)
DIALOG(R) File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

014213559 **Image available**
WPI Acc No: 2002-034257/200204
XRPX Acc No: N02-026402

Providing secure access to a computer or communication system by
providing personal questions to a user who has lost a pass phrase in
order to provide access

Patent Assignee: CLOAKWARE CORP (CLOA-N)

Inventor: CHOW S T; GU Y; JOHNSON H J

Number of Countries: 094 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200177788	A2	20011018	WO 2001CA467	A	20010405	200204 B
CA 2304433	A1	20011005	CA 2304433	A	20000405	200204
AU 200148182	A	20011023	AU 200148182	A	20010405	200213

Patent Applications (No Type Date): CA 2304433 A 20000405

Patent Class:

Kind Lan Pg Main IPC Filing Notes

A2 E 45 G06F-001/00

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA
CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP
KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT
RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

CA 2304433 A1 E H04L-009/32

AU 200148182 A G06F-001/00 Based on patent WO 200177788

Abstract (Basic): WO 200177788 A2

NOVELTY - A set of challenges is presented to the authenticatee, step 60, soliciting an array of reference- **responses** , the **user** is prompted to provide a pass phrase, step 62, used for day-to-day access and the reference-responses are encrypted using the pass phrase as an encryption key, step 64. The authenticator then encrypts and saves the pass **phrase** using the **values** of the reference-responses as an encryption key, step 66.

DETAILED DESCRIPTION - The pass phrase can then be used to access resources.

INDEPENDENT CLAIMS are included for apparatus for access recovery, for a computer readable medium with machine code and for a computer data signal in a carrier wave.

USE - Secure recovery in a password or pass phrase environment.

ADVANTAGE - Providing more practical password recovery system.

DESCRIPTION OF DRAWING(S) - The drawing is a flow chart of the

method.

pp: 45 DwgNo 3/10

Title Terms: SECURE; ACCESS; COMPUTER; COMMUNICATE; SYSTEM; PERSON;

QUESTION; USER; LOST; PASS; PHRASE; ORDER; ACCESS

Derwent Class: T01

International Patent Class (Main): G06F-001/00 ; H04L-009/32

File Segment: EPI

6/5/27 (Item 17 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2004 Thomson Derwent. All rts. reserv.

014030473 **Image available**

WPI Acc No: 2001-514687/200156

XRPX Acc No: N01-381219

System for creating and maintaining information in database of subjects, available to population of users by computing overall degree of relevance of each of several natural language terms to such database subject

Patent Assignee: INVOLVE TECHNOLOGY LLC (INVO-N); HILL R W (HILL-I); MASON A F (MASO-I); OSBORN C (OSBO-I); PARHAM F N (PARH-I); PETRAS G J (PETR-I); RIFFEL C (RIFF-I); THOMAS R A (THOM-I); THOMPSON C P (THOM-I); ZYWICKI J T (ZYWI-I); WORD OF MOUTH TECHNOLOGY LLC (WORD-N)

Inventor: HILL R W; MASON A F; OSBORN C; PARHAM F N; PETRAS G J; RIFFEL C; THOMAS R A; THOMPSON C P; ZYWICKI J T

Number of Countries: 095 Number of Patents: 004

Patent Class:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200177788	A1	20010816	WO 2001US4408	A	20010210	200156 B
AU 200136699	A	20010820	AU 200136899	A	20010210	200175
US 20010047290	A1	20011129	US 2000181632	P	20000210	200202
			US 2001782873	A	20010210	
EP 1272942	A1	20030108	EP 2001909114	A	20010210	200311
			WO 2001US4408	A	20010210	

Priority Applications (No Type Date): US 2001782873 A 20010210; US
2000181632 P 20000210

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200159625 A1 E 299 G06F-017/30

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA
CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP
KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT
RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

AU 200136899 A G06F-017/30 Based on patent WO 200159625

US 20010047290 A1 G06F-017/60 Provisional application US 2000181632

EP 1272942 A1 E G06F-017/30 Based on patent WO 200159625

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT
LI LT LU LV MC MK NL PT RO SE SI TR

Abstract (Basic): WO 200159625 A1

NOVELTY - Respective natural language terms and respective degrees
of relevance with each such database subject are evaluated. An overall
degree of relevance of each of such **number** of natural language **terms**
to such database subject may be computed, for such involved subset of
such population of users, in such database.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for:

(a) a business system for developer of web computer systems of the
type involving supporting a community of user searching for particular
subject information

(b) a computer system

(c) an Internet website client-server computer system

USE - For creating, maintaining and using database information for
automatically creating and maintaining a database of information
utilizing **user opinions** over an Internet system.

ADVANTAGE - Assists a population of users to automatically maintain
the database content and to improve the usefulness and quality of the
database information without any substantial management by the website
owner-manager.

DESCRIPTION OF DRAWING(S) - The drawing is a diagrammatical view of
the weighting of overall subject and descriptive word ratings.

pp; 299 DwgNo 14/102

File Terms: SYSTEM; MAINTAIN; INFORMATION; DATABASE; SUBJECT; AVAILABLE;
POPULATION; USER; COMPUTATION; OVERALL; DEGREE; RELEVANT; NATURAL;
ADVANTAGE; TERM; DATABASE; SUBJECT

Patent Class: T01

International Patent Class (Main): G06F-017/30 ; G06F-017/60

File Segment: EPI

6/5/29 (Item 19 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2004 Thomson Derwent. All rts. reserv.

199906: **Image available**

Patent No: 2001-477277/200152

Patent No: N01-353340

Processing of natural language text to evaluate the content for marking
in an educational context, uses comparison of entered text to set of
stored key words to determine score

Patent Assignee: AURALOG SA (AURA-N)

Inventor: MULLER B G F

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
FR 2803928	A1	20010720	FR 2000590	A	20000118	200152 B

Priority Applications (No Type Date): FR 2000590 A 20000118

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes
FR 2803928 A1 16 G06F-017/28

Abstract (Basic): FR 2803928 A1

NOVELTY - The processing system has an interface to allow the user to introduce their response in text form. The processing makes use of a stored (13) list of key words associated with the question posed, and compares (11) the text with key words to detect coincidence. A score (14) is computed based on the coincidence, and made available for further processing.

USE - Marking of answers to questions in educational context.

ADVANTAGE - Evaluates automatically the content of a response in natural language text to a question posed.

DESCRIPTION OF DRAWING(S) - The drawing shows a block diagram of the processing. (The drawing contains non-English language text).

Stored list of key words (13)

Comparison unit (11)

Score calculation (14)

pp; 16 DwgNo 2/2

Title Terms: PROCESS; NATURAL; LANGUAGE; TEXT; EVALUATE; CONTENT; MARK; EDUCATION; CONTEXT; COMPARE; ENTER; TEXT; SET; STORAGE; KEY; WORD; DETERMINE; SCORE

Derwent Class: T01

International Patent Class (Main): G06F-017/28

File Segment: EPI

6/5/31 (Item 21 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2004 Thomson Derwent. All rts. reserv.

013824648 **Image available**

WPI Acc No: 2001-308860/200133

WPI Acc No: N01-221036

Database accessing method for ordering search results e.g. of search engines, by partitioning a result set and sorting the identifications of records with relevant groups according to user feedback parameters

Applicant: INT BUSINESS MACHINES CORP (IBM)

Inventor: SALES C L; DAY P R; SANTOSUOSSO J M

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
CA 2308107	A1	20010116	CA 2308107	A	20000510	200133 B

Priority Applications (No Type Date): US 99356241 A 19990716

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes
CA 2308107 A1 E 46 G06F-017/30

Abstract (Basic): CA 2308107 A1

NOVELTY - A result set i.e. hypertext document with links, identifying a subset of records in a database which matches a search request is generated, the identifications are ordered using user feedback parameter associated with each record, and for each record, the user feedbacks are selectively updated by increasing a weight associated with a keyword in the record to detect multiple accesses.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for an apparatus, a program product.

USE - For ordering search results e.g. of search engines.

ADVANTAGE - The use of the search request data structure permits optimal result sets to be associated with particular search requests, and that future instances of the same search can return the same result sets in lieu of attempting to construct new result sets. Hence, the same search will benefit from the relevant information obtained in prior iterations of such requests.

DESCRIPTION OF DRAWING(S) - The figure shows flowchart illustrating the program flow of the perform search routine.

pp; 46 DwgNo 10/19

Title Terms: DATABASE; ACCESS; METHOD; ORDER; SEARCH; RESULT; SEARCH;
ENGINE; PARTITION; RESULT; SET; SORT; IDENTIFY; RECORD; RELEVANT; GROUP;
USER; FEEDBACK; PARAMETER
Patent Class: T01
International Patent Class (Main): G06F-017/30
International Patent Class (Additional): G06F-017/60
File Segment: EPI

6/5/33 (Item 23 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

013617938 **Image available**
WPI Acc No: 2001-102146/200111
XRPX Acc No: N01-075883

On-line query supporting method for e-com in Internet, involves mapping
terms in super category to documents category and weighting terms in
received query to rank and select relevant super category term from list

Patent Assignee: GTE LAB INC (SYLV)

Inventor: PONTE J

Number of Countries: 091 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200058863	A1	20001005	WO 2000US8450	A	20000330	200111 B
AU 200043280	A	20001016	AU 200043280	A	20000330	200111

Priority Applications (No Type Date): US 99283268 A 19990331; US 99282730 A
19990331

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200058863 A1 E 186 G06F-017/10

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY CA CH
CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE
KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU
SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW NL OA PT SD SE SL SZ TZ UG ZW

AU 200043280 A G06F-017/10 Based on patent WO 200058863

Abstract (Basic): WO 200058863 A1

NOVELTY - A list of super category terms that are linked to
specific application is prepared based on the category of documents to
be searched and the listed terms are mapped against document category.
The category is retrieved based on terms in user input query. The query
is then modified and terms in the query are weighted to determine most
relevant super category term by ranking method.

DETAILED DESCRIPTION - The weighting of the modified query is
performed by computing sum of term frequency and inverse document
frequency of each term in the super category terms list. The inverse
document frequency is set as high **value**, when **terms** appearing in
the category is manually mapped against the super category, when
compared to the terms that are automatically mapped. INDEPENDENT CLAIMS
are also included for the following:

(a) computer program for ranking super categories used for data
query;

(b) program for searching document;

(c) program for establishing super category terms list

USE - For displaying on-line banner advertisements for user query
for e-com in Internet.

ADVANTAGE - The user's query can be cached and subset or superset
of cached data can be referred for subsequent queries which enhances
the **response** for subsequent **user** queries.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of
software links of on-line query tool.

pp; 186 DwgNo 4/71

Title Terms: LINE; QUERY; SUPPORT; METHOD; MAP; TERM; SUPER; CATEGORY;
DOCUMENT; CATEGORY; WEIGHT; TERM; RECEIVE; QUERY; RANK; SELECT; RELEVANT;

SUPER; CATEGORY; TERM; LIST

Derwent Class: T01; W01

International Patent Class (Main): G06F-017/10

International Patent Class (Additional): G06F-005/14 ; G06F-017/30 ;

G06K-009/72; H04N-007/14

File Segment: EPI

6/5/34 (Item 24 from file: 350)

DIALOG(R)File 350:Derwent WPIX

2004 Thomson Derwent. All rts. reserv.

2344917 **Image available**

Pub No: 2000-526426/200048

App No: N00-389228

Interactive computer controlled display system with speech command input recognition has device for detecting speech command and speech terms and device responsive to detected speech command for displaying it

Patent Assignee: INT BUSINESS MACHINES CORP (IBMC); IBM CORP (IBMC)

Inventor: MORGAN S A; ROBERTS D J; SWEARINGEN C A; TANNENBAUM A R; TEMPLE A C

Number of Countries: 004 Number of Patents: 007

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
GB 2344917	A	20000621	GB 9929392	A	19991214	200048 B
JP 2000215022	A	20000804	JP 99349867	A	19991209	200051
US 6192343	B1	20010220	US 98213845	A	19981217	200112
KR 2000067827	A	20001125	KR 9958126	A	19991216	200130
JP 3292190	B2	20020617	JP 99349867	A	19991209	200242
KR 354365	B	20020928	KR 9958126	A	19991216	200322
GB 2344917	B	20030402	GB 9929392	A	19991214	200325

Priority Applications (No Type Date): US 98213856 A 19981217; US 98213858 A 19981216; US 98213845 A 19981217; US 98213846 A 19981217

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
GB 2344917	A	23		G10L-015/22	
JP 2000215022	A	11		G06F-003/16	
US 6192343	B1			G10L-011/00	
KR 2000067827	A			G10L-015/22	
JP 3292190	B2	12		G06F-003/16	Previous Publ. patent JP 2000215022
KR 354365	B			G10L-015/22	Previous Publ. patent KR 2000067827
GB 2344917	B			G10L-015/22	

Abstract (Basic): GB 2344917 A

NOVELTY - A device is used for providing for each of **number** of commands, an associated set of speech **terms**, each term having relevance to its associated command. A detector detects speech command and speech terms. A device responsive to a detected speech command for displaying the command. A device is provided responsive to a detected speech term having relevance to one of the commands for displaying the relevant command.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for:

(a) a method for providing speech command input to an interactive controlled display system with speech command input recognition
(b) a computer perspective for speech command input recognition in an interactive computer controlled display system

USE - In interactive computer controlled display systems with speech command input, which present display **feedback** to the interactive **users**.

ADVANTAGE - The system of the present invention is particularly effective when used in the implementation of distinguishing actual spoken commands from spoken queries for help and other purposes.

DESCRIPTION OF DRAWING(S) - The drawing is a block diagram showing a high level view of the system components used in a command input system.

DwgNo 2/7

Index: INTERACT; COMPUTER; CONTROL; DISPLAY; SYSTEM; SPEECH; COMMAND;

INPUT; RECOGNISE; DEVICE; DETECT; SPEECH; COMMAND; SPEECH; TERM; DEVICE;
RESPOND; DETECT; SPEECH; COMMAND; DISPLAY
Derwent Class: P86; T01; W04
International Patent Class (Main): G06F-003/16 ; G10L-011/00; G10L-015/22
International Patent Class (Additional): G10L-015/00; G10L-015/06;
G10L-017/28; G10L-015/28
File Segment: EPI; EngPI

6/5/36 (Item 26 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

013268779 **Image available**
WPI Acc No: 2000-440685/200038
XRPX Acc No: N00-328748

Information provision method responsive to question in one of multiple
spoken languages, decides on an initial utterance by the user the
language being spoken, and adjust language program accordingly

Patent Assignee: INT BUSINESS MACHINES CORP (IBM)

Inventor: MARTINO M J; PAULSEN R C

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6061646	A	20000509	US 97993606	A	19971218	200038 B

Priority Applications (No Type Date): US 97993606 A 19971218

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6061646	A		12	G06F-017/28	

Abstract: US 6061646 A

BRIEF SUMMARY - A detected utterance is recognized with a speech
recognition device with multiple small dictionaries corresponding to
languages and which include speech data for selected few common words
in the respective language. Based on the number of recognized words
for each language from the small dictionaries, one of the languages is
selected as the language of the detected utterance.

DETAILED DESCRIPTION - The detected utterance is recognized using a
large dictionary for the language of the detected utterance. The user
is responded in the selected language. **INDEPENDENT CLAIMS** are also
included for the following:

(a) an information provision system responsive to question in one
of multiple spoken languages;

(b) and a computer program for providing information in response to
question in one of multiple spoken languages.

USE - For natural language sensitive kiosk that accepts verbal
input from human or machine in any of multiple languages, and responds
to requests in natural language of inquiry.

ADVANTAGE - Provides interface which is as seamless as possible to
user while minimizing memory requirements. Provides aural response
in natural language according to detected utterance in a supported
natural language.

DESCRIPTION OF DRAWING(S) - The figure shows a block diagram of the
functional modules for implementing the information provision method.

pp: 12 DwgNo 3/4

Index Terms: INFORMATION; PROVISION; METHOD; RESPOND; QUESTION; ONE;
LANGUAGE; SPEAKER; LANGUAGE; DECIDE; INITIAL; USER; LANGUAGE; SPEAKER;
LANGUAGE; PROGRAM; ACCORD

Derwent Class: T01; W01; W04

International Patent Class (Main): G06F-017/28

International Patent Class (Additional): H04M-001/64

File Segment: EPI

6/5/45 (Item 35 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

011748086 **Image available**

WPI Acc No: 1998-164996/199815

XPX Acc No: N98-131479

Voice interaction control method used in e.g. retrieving data from computer system - involves determining whether key word recognised by key word judging device is command or not, after which response is generated inside response generating device

Patent Assignee: HITACHI LTD (HITA)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 10031497	A	19980203	JP 96189060	A	19960718	199815 B

Priority Applications (No Type Date): JP 96189060 A 19960718

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 10031497	A		9 G10L-003/00	

Abstract (Basic): JP 10031497 A

The method involves recognising a user's voice (1) through a voice-recognition device (2). The spoken words are then relayed to a key-word judging device (4) which recognises the word spoken by the user with the aid of a recognition lexical supplement device (3) and an interaction controller (5). The key-word judging device uses a limited number of recognisable vocabulary.

The word recognised by the key-word judging device is relayed to the interaction controller which determines whether the recognised word is a command or a simple word through use of a key-word holder (6) and a task management device (10). Based on the result at the interaction controller, a response is generated inside a response generating device (7). The generated response is then relayed to a voice output device (8).

ADVANTAGE - Expedites recognition of key-word from voice of user , thereby expediting response time. Improves accuracy of recognised word.

Dwg.1/5

Title Terms: VOICE; INTERACT; CONTROL; METHOD; RETRIEVAL; DATA; COMPUTER; SYSTEM; DETERMINE; KEY; WORD; RECOGNISE; KEY; WORD; JUDGEMENT; DEVICE; COMMAND; RESPOND; GENERATE; RESPOND; GENERATE; DEVICE

Derwent Class: P86; T01; W04

International Patent Class (Main): G10L-003/00

International Patent Class (Additional): G06F-003/16

Patent Segment: EPI; EngPI

6/5/46 (Item 36 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2004 Thomson Derwent. All rts. reserv.

011559570 **Image available**

WPI Acc No: 1997-536051/199749

XPX Acc No: N97-446210

Censoring browser apparatus for Internet viewing - in which received data packet contents are processed and selectively displayed in response to user selected censoring parameters

Patent Assignee: INT BUSINESS MACHINES CORP (IBMC)

Inventor: CRAGUN B J; DAY P R

Number of Countries: 019 Number of Patents: 006

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9740446	A1	19971030	WO 97US5379	A	19970401	199749 B
US 5832212	A	19981103	US 96634949	A	19960419	199851
EP 894305	A1	19990203	EP 97920029	A	19970401	199910
			WO 97US5379	A	19970401	
CA 2251984	C	20010220	CA 2251984	A	19970401	200113
			WO 97US5379	A	19970401	
EP 894305	B1	20030611	EP 97920029	A	19970401	200346

			WO 97US5379	A	19970401	
DE 69722785	E	20030717	DE 622785	A	19970401	200355
			EP 97920029	A	19970401	
			WO 97US5379	A	19970401	

Priority Applications (No Type Date): US 96634949 A 19960419
 Related Patents: 3.Jnl.Ref; US 5530703; US 5606668; US 5608662; US 5617565
 Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9740446	A1	E	50	G06F-011/30	
Designated States (National): CA					
Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE					
US 5832212	A			G06F-011/00	
EP 894305	A1	E		G06F-011/30	Based on patent WO 9740446
Designated States (Regional): DE FR GB IE					
CA 2251984	C	E		G06F-009/44	Based on patent WO 9740446
EP 894305	B1	E		G06F-011/30	Based on patent WO 9740446
Designated States (Regional): DE FR GB IE					
DE 69722785	E			G06F-011/30	Based on patent EP 894305 Based on patent WO 9740446

Abstract (Basic): WO 9740446 A

The censoring browser includes a user profile (118A) which includes stored user selected censoring parameters. Data packet contents are received and compared with the **user** selected censoring parameters, and in **response** to the comparison, the received data packet contents are processed and selectively displayed in **response** to **user** the selected censoring parameters. The **user** selected censoring parameters includes user selected censored words and word fragments, and user selected categories.

Compared word and word fragments matching the user selected censored word and word fragments can be removed and selectively substituted with predefined characters or acceptable substitute **words**. **Weights** for user selected categories are accumulated and compared with user selected threshold values. A predefined message can be displayed in **response** to an accumulated tally exceeding a **user** selected threshold value without displaying the received data packet contents.

USE/ADVANTAGE - Provides censoring browser for Internet viewing. Efficiently facilitates user control to selectively censor offensive text in information to be reviewed.

Dwg.1/16

Title Terms: APPARATUS; VIEW; RECEIVE; DATA; PACKET; CONTENT; PROCESS; SELECT; DISPLAY; RESPOND; USER; SELECT; PARAMETER

Derwent Class: T01; W01

International Patent Class (Main): G06F-009/44 ; G06F-011/00 ; G06F-011/30

International Patent Class (Additional): G06F-013/14

File Segment: EPI

6/5/52 (Item 42 from file: 350)
 DIALOG(R)File 350:Derwent WPIX
 (c) 2004 Thomson Derwent. All rts. reserv.

009473601

WPI Acc No: 1993-167142/199320

Related WPI Acc No: 1993-214477

WPI Acc No: N93-127962

Audience response system using imaging system - uses light reflected from coloured reflectors held by audience members imaged by video camera and processed by computer

Patent Assignee: CARPENTER L C (CARP-I)

Inventor: CARPENTER L C

Number of Countries: 008 Number of Patents: 009

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
-----------	------	------	-------------	------	------	------

	A	19930511	US	91806051	A	19911210	199320	B
	A	19930719	AU	9331520	A	19921209	199344	
	W	19950223	WO	92US10468	A	19921209	199517	
			JP	93510976	A	19921209		
BR 9206897	A	19950613	BR	926897	A	19921209	199530	
			WO	92US10468	A	19921209		
AU 660753	B	19950706	AU	9331520	A	19921209	199534	
DE 69224301	E	19980305	DE	624301	A	19921209	199815	
			EP	92925487	A	19921209		
			WO	92US10468	A	19921209		
SG 63568	A1	19990330	SG	962979	A	19921209	199932	
CA 2124582	C	19991130	CA	2124582	A	19921209	200016	
			WO	92US10468	A	19921209		
KR 190834	B1	19981015	KR	94701993	A	19940610	200026	

Priority Applications (No Type Date): US 91806051 A 19911210; US 92978612 A 19921119

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5210604	A		12	H04N-007/18	
CA 2124582	C	E		G06F-019/00	Based on patent WO 9312614
AU 9331520	A			H04N-007/18	Based on patent WO 9312614
JP 7501905	W		1	G06F-017/00	Based on patent WO 9312614
BR 9206897	A			G08B-005/36	Based on patent WO 9312614
AU 660753	B			H04N-017/00	Previous Publ. patent AU 9331520
					Based on patent WO 9312614
DE 69224301	E			H04N-007/18	Based on patent EP 617872
					Based on patent WO 9312614
KR 190834	B1			H04N-007/18	
SG 63568	A1			H04N-007/18	

Abstract (Basic): US 5210604 A

The audience **response** system is provided in which each audience **member** is provided with a reflective device which is for instance green on one side and red on the second side. Light from a source of light is reflected from the individual reflectors and imaged by a conventional video camera. A computer connected to each camera via a frame grabber forms a map of the audience and distinguishes the individual red from green reflections.

This red and green reflection image data is then processed by the computer and used, for instance, for voting by the audience and/or to project an image onto a screen visible to the audience, the image being controlled in **terms** of some particular parameter by the **number** and/or location of the red or green image reflections which are aggregated by the computer.

ADVANTAGE - Simple system for simultaneous communication to computer by large number of people.

Dwg.2/9

Title Terms: AUDIENCE; RESPOND; SYSTEM; IMAGE; SYSTEM; LIGHT; REFLECT; COLOUR; REFLECT; HELD; AUDIENCE; MEMBER; IMAGE; VIDEO; CAMERA; PROCESS; COMPUTER

Derwent Class: T04; T05; W02; W04

International Patent Class (Main): G06F-017/00 ; G06F-019/00 ; G08B-005/36; H04N-007/18; H04N-017/00

International Patent Class (Additional): G06T-001/00

Indexing: EPI

7/5/1 (Item 1 from file: 347)
File 347: JAPIO
All rts. reserv.

****Image available****
CONVERSATION PROCEDURE GENERATION SETTING DEVICE IN VOICE AUTOMATIC
RESPONSE DEVICE

PUB. NO.: 10-254491 [JP 10254491 A]
PUBLISHED: September 25, 1998 (19980925)
INVENTOR(s): IMOTO TAKAYUKI
AIKAWA KIYOAKI
APPLICANT(s): NIPPON TELEGR & TELEPH CORP <NTT> [000422] (A Japanese
Company or Corporation), JP (Japan)
APPL. NO.: 09-061552 [JP 9761552]
FILED: March 14, 1997 (19970314)
INTL CLASS: [6] G10L-003/00; G10L-003/00
JAPIO CLASS: 42.5 (ELECTRONICS -- Equipment)
JAPIO KEYWORD: R108 (INFORMATION PROCESSING -- Speech Recognition &
Synthesis)

ABSTRACT

PROBLEM TO BE SOLVED: To generate and set the conversation procedures in which the number of average conversations is small among the users and the convenience is made great in actual operations of a voice automatic response device.

SOLUTION: Let a word $W(\text{sub } i)$ ($i=1, 2, \dots$) be the word which belongs to a prescribed attribute among plural attributes of the data owned by the voice response device. Assume that an user utters the word $W(\text{sub } i)$ and the device recognizes it as a word $V(\text{sub } i)$. Let an erroneous recognition rate, in which the word $W(\text{sub } i)$ is misrecognized as the word $V(\text{sub } i)$, or its estimated value be $P(W(\text{sub } i) \rightarrow V(\text{sub } i))$. Then, a distance $d(W(\text{sub } i))$ of the word $W(\text{sub } i)$ against the recognized word $V(\text{sub } i)$ is obtained and the minimum valued distance among distances $d(W(\text{sub } 1))$, $d(W(\text{sub } 2)) \dots$ is obtained as a reliability $R(V(\text{sub } i))$. If the reliability $R(V(\text{sub } i))$ exceeds a planned value, the procedures of the conversation related to the prescribed attribute of the data are set and generated as the target conversation procedures. If the reliability $R(V(\text{sub } i))$ is less than the planned value, the conversation procedures related to the plural attributes of the data are set and generated as the target conversation procedures.

7/5/18 (Item 7 from file: 350)
DIALOG(R) File 350: Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

014893432 ****Image available****
WPI Acc No: 2002-714138/200277
XRPX Acc No: N02-563437

Voice response system to learn how user asks for certain services to modify user grammar uses modification of grammar with new introduced words

Patent Assignee: BRITISH TELECOM PLC (BRTE)
Inventor(s): HARRISON M A; POPAY P I; WATTON N L
Countries: 101 Number of Patents: 002
Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200287201	A1	20021031	WO 2002GB1550	A	20020403	200277 B
EP 1380153	A1	20040114	EP 2002707012	A	20020403	200410
			WO 2002GB1550	A	20020403	

Priority Applications (No Type Date): EP 2001303597 A 20010419

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200287201 A1 E 20 H04M-003/493

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA

CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN
IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ
OM PH PL PT RO RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG US UZ VN YU
ZA ZM ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZM ZW

EP 1380153 A1 E H04M-003/493 Based on patent WO 200287201

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT
LI LT LU LV MC MK NL PT RO SE SI TR

Abstract (Basic): WO 200287201 A1

NOVELTY - User speech data are recognized by a recognizer (10) with reference to a grammar data store (24) and a data store (32) stores sequences of recognized words or sub-words and the speech is updated by a weighting updater (30) to update weighting **values** for recognized **words** in a grammar definition store (40). A compiler (38) updates the grammar data store according to the weighted **values** so that more frequently used **words** are given a higher weighting.

DETAILED DESCRIPTION - AN INDEPENDENT CLAIM is included for a method of operating a voice response system.

USE - Accessing and updating remotely held data using telephone.

ADVANTAGE - Adaptive grammar modeling.

DESCRIPTION OF DRAWING(S) - The drawing shows an updater

Recognizer (10)

Grammar and data stores (24,32)

Updater (30)

Compiler (38)

pp; 20 DwgNo 3/4

Title Terms: VOICE; RESPOND; SYSTEM; LEARNING; USER; SERVICE; MODIFIED;

USER; GRAMMAR; MODIFIED; GRAMMAR; NEW; INTRODUCING; WORD

Derwent Class: W01; W04

International Patent Class (Main): H04M-003/493

File Segment: EPI

7/5/20 (Item 9 from file: 350)

ANALOG(R) File 350:Derwent WPIX

: 2004 Thomson Derwent. All rts. reserv.

1470741 **Image available**

WPI Acc No: 2002-591445/200263

XRPX Acc No: N02-469333

Modelling and simulating emotion states e.g. for heating system, where the average emotional response of a group to any situation or stimulus is calculated

Patent Assignee: I & A RES INC (IARE-N)

Inventor: GUERIN C L; MEHRABIAN A

Number of Countries: 100 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
20020829	A2	20020829	WO 2002CA221	A	20020219	200263 B
20030206	A1	20030206	US 2001269348	P	20010220	200313
			US 200281822	A	20020220	

Priority Applications (No Type Date): US 2001269348 P 20010220; US

200281822 A 20020220

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200267194 A2 E 38 G06N-003/00

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA
CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN
IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ
OM PH PL PT RO RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA
ZM ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZM ZW

20030028383 A1 G10L-011/00 Provisional application US 2001269348

Abstract (Basic): WO 200267194 A2

NOVELTY - Method includes: the Pleasure-Arousal-Dominance (PAD) table of emotions that makes it possible to convert emotion **terms** to their respective PAD **values** ; a formula for working back from any specific set of PAD **values** to derive a single emotion **term** that best fits that particular combination of PAD values; a formula for calculating the distance between a pre-selected set of PAD **values** and the closest emotion **term** that matches those PAD **values** . Hence the average emotional response of a group to any situation or stimulus is calculated, thereby permitting the derivation of a single emotion term that best represents the average emotional experience of the group.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following: system for estimating emotion; closed loop system; global terrain warning system; system for simulation of human emotion; open loop system

USE - For heating system.

ADVANTAGE - Simulates **individual** and group human emotion **responses** by data analysis of real-time or non-real time data. Accurately attributes an emotional state to each significantly different state of a data acquisition or data-reporting device or system, thus giving it human-like qualities. Aids computer voice synthesis, textual and graphic display systems by providing an emotion parameter that can be used to affect their operations, that is based on real-time and non-real-time data analysis. Calculates the average or median emotion of a group of people. Given an emotion label, can represent that label as a point in 3-dimensional emotion space. Provides the basic mathematics for representing interrelations among different emotions as points in 3-dimensional emotion space using PAD, AVC or any other statistically derived multi-dimensional emotion space.

DEFINITION OF DRAWING(S) - The diagram shows the calculation of the distance from an input emotion to PAD values.

Fig. 1 DwgNo 4/9

Keywords: MODEL; SIMULATE; EMOTIONAL; STATE; HEAT; SYSTEM; AVERAGE; EMOTIONAL; RESPOND; GROUP; SITUATE; STIMULUS; CALCULATE

Derwent Class: P86; T01

International Patent Class (Main): G06N-003/00; G10L-011/00

File Segment: EPI; EngPI

7/5/48 (Item 37 from file: 350)

DIALOG(R)File 350:Derwent WPIX

© 2004 Thomson Derwent. All rts. reserv.

994819 **Image available**

WFI Acc No: 1993-388372/199349

XRPX Acc No: N93-299936

Speech recognition for voice-controlled telephone e.g. in vehicles - computes value of reference word on basis of word spoken by user, with recognition resolution being made w.r.t. such value

Patent Assignee: NOKIA MOBILE PHONES LTD (OYNO); NOKIA MATKAPUHELIMET OY (OYNO)

Inventor: RANTA J T

Number of Countries: 007 Number of Patents: 007

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 573301	A1	19931208	EP 93304340	A	19930604	199349 B
EP 573301	A	19931206	FI 922606	A	19920605	199408
EP 573301	A	19940607	JP 93135782	A	19930607	199427
EP 573301	B	19961129	FI 922606	A	19920605	199702
EP 573301	A	19970617	US 9372145	A	19930604	199730
			US 95417727	A	19950406	
EP 573301	B1	19990428	EP 93304340	A	19930604	199921
DE 69324629	E	19990602	DE 624629	A	19930604	199928
			EP 93304340	A	19930604	

Priority Applications (No Type Date): FI 922606 A 19920605

Cited Patents: EP 135046; EP 200347; EP 241183

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 573301	A1	E	8	G10L-005/06	
Designated States (Regional): DE FR GB SE					
JP 6161489	A		8	G10L-003/00	
FI 97919	B			G10L-005/06	Previous Publ. patent FI 9202606
US 5640485	A		9	G10L-005/06	Cont of application US 9372145
EP 573301	B1	E		G10L-005/06	
Designated States (Regional): DE FR GB SE					
DE 69324629	E			G10L-005/06	Based on patent EP 573301
FI 9202606	A			G10L-003/00	

Abstract (Basic): EP 573301 A

For speech recognition, a reference **word value** (2) is computed on a conditional probability basis for a word spoken by the user, with recognition resolution (6a,6b) then being made. Before such resolution, the method ascertains (3) whether a previously spoken word was in doubt by repetition of the word.

If doubt exists, a new reference **word value** (5) is computed on the basis of the value already calculated and a value stored in memory. Recognition resolution (6a,6b) is then made using the new value.

USE/ADVANTAGE - Improved speech recognition for use e.g. with mobile telephones which allow hands-off operation, where background noise at high speeds may reduce probability of accurate word recognition.

File 8: Ei Compendex(R) 1970-2004/Feb W3
 (c) 2004 Elsevier Eng. Info. Inc.
 File 35: Dissertation Abs Online 1861-2004/Feb
 (c) 2004 ProQuest Info&Learning
 File 202: Info. Sci. & Tech. Abs. 1966-2004/Feb 20
 (c) 2004 EBSCO Publishing
 File 65: Inside Conferences 1993-2004/Feb W4
 (c) 2004 BLDSC all rts. reserv.
 File 100: INSPEC 1969-2004/Feb W4
 (c) 2004 Institution of Electrical Engineers
 File 104: JICST-EPlus 1985-2004/Feb W4
 (c) 2004 Japan Science and Tech Corp(JST)
 File 603: Newspaper Abstracts 1984-1988
 (c) 2001 ProQuest Info&Learning
 File 483: Newspaper Abs Daily 1986-2004/Feb 27
 (c) 2004 ProQuest Info&Learning
 File 6: NTIS 1964-2004/Feb W5
 (c) 2004 NTIS, Intl Cpyrghrt All Rights Res
 File 144: Pascal 1973-2004/Feb W4
 (c) 2004 INIST/CNRS
 File 434: SciSearch(R) Cited Ref Sci 1974-1989/Dec
 (c) 1998 Inst for Sci Info
 File 34: SciSearch(R) Cited Ref Sci 1990-2004/Feb W4
 (c) 2004 Inst for Sci Info
 File 99: Wilson Appl. Sci & Tech Abs 1983-2004/Jan
 (c) 2004 The HW Wilson Co.
 File 583: Gale Group Globalbase(TM) 1986-2002/Dec 13
 (c) 2002 The Gale Group
 File 266: FEDRIP 2004/Jan
 Comp & dist by NTIS, Intl Copyright All Rights Res
 File 95: TEME-Technology & Management 1989-2004/Feb W2
 (c) 2004 FIZ TECHNIK
 File 438: Library Lit. & Info. Science 1984-2004/Jan
 (c) 2004 The HW Wilson Co

Item	Items	Description
S1	1126065	WORD? ? OR KEYWORD? ? OR TERM? ? OR BUZZWORD? ? OR TERMINOLOGY OR PHRASE? ? OR SENTENCE? ? OR EXPRESSION? ?
S2	171689	S1(7N)(VALUE OR VALUES OR NUMBER? ? OR NUMERAL? ? OR SCORE? ? OR SCORING OR RATING OR WEIGHT? ? OR GRADE? ? OR GRADING)
S3	6276932	FEEDBACK? ? OR COMMENT? ? OR REMARK??? OR OPINION? ? OR ATTITUDE? ? OR REACT??? OR REACTION? ? OR FEELINGS OR FEEL OR FELT OR EMOTION?? OR SATISFACTION OR SATISFIED OR DISSATISFIED OR HAPPY OR UNHAPPY
S4	189934	S3(7N)(PEOPLE OR PERSON? ? OR FRIEND? OR INDIVIDUAL? ? OR EMPLOYEE? ? OR MEMBER? ? OR STUDENT? ? OR SOMEONE OR ANYONE OR USER? ? OR PARTICIPANT? ? OR SUBSCRIBER? ? OR BUYER? ? OR CUSTOMER? ? OR CONSUMER? ? OR VISITOR? ? OR GUEST? ?)
S5	12489	S1(5N)(ASSIGN??? OR GIVE? ? OR GIVING OR ASSOCIAT???) (5N)(VALUE OR VALUES OR NUMBER? ? OR NUMERAL? ? OR SCORE? ? OR SCORING OR RATING OR WEIGHT? ? OR GRADE? ? OR GRADING)
S6	54	S4 AND S5
S7	49	RD (unique items)
S8	41	S7 NOT PY=2002:2004
S9	1197	S2 AND S4
S10	973984	(HIGH OR HIGHER OR HIGHEST OR LOW OR LOWEST OR LOWER) (5N)(VALUE OR VALUES OR NUMBER? ? OR NUMERAL? ? OR SCORE? ? OR SCORING OR RATING OR WEIGHT? ? OR GRADE? ? OR GRADING)
S11	256	S9 AND S10
S12	4966056	REACT??? OR REACTION? ? OR FEELINGS OR FEEL OR FELT OR EMOTION?? OR SATISFACTION OR SATISFIED OR DISSATISFIED OR HAPPY OR UNHAPPY
S13	112173	S12(7N)(PEOPLE OR PERSON? ? OR FRIEND? OR INDIVIDUAL? ? OR EMPLOYEE? ? OR MEMBER? ? OR STUDENT? ? OR SOMEONE OR ANYONE OR USER? ? OR PARTICIPANT? ? OR SUBSCRIBER? ? OR BUYER? ? OR CUSTOMER? ? OR CONSUMER? ? OR VISITOR? ? OR GUEST? ?)
S14	622	S2 AND S13
S15	146	S2(20N)S13

S16	92	S2(10N)S13
S17	83	RD (unique items)
S18	77	S17 NOT PY=2002:2004
S19	74	S18 NOT S8

8/5/1 (Item 1 from file: 8)
DIALOG(R)File 8:Ei Compendex(R)
(c) 2004 Elsevier Eng. Info. Inc. All rts. reserv.

04962193 E.I. No: EIP98034100806

Title: **Exam as a positive experience for both students and teachers**
Author: Cho, Peck
Corporate Source: Michigan Technological Univ, MI, USA
Conference Title: Proceedings of the 1997 ASEE Annual Conference
Conference Location: Milwaukee, WI, USA Conference Date:
19970615-19970618
E.I. Conference No.: 47967
Source: ASEE Annual Conference Proceedings 1997. ASEE, Washington, DC,
USA. 12p
Publication Year: 1997
CODEN: ACOPDW ISSN: 0190-1052
Language: English
Document Type: CA; (Conference Article) Treatment: G; (General Review)
Journal Announcement: 9804W5

Abstract: New instructors know that the exams that they give students in their classes should serve many functions, in addition to evaluating the students' performance for the purpose of **assigning** a letter **grade** at the end of the **term**. For example, they know that exams ought to promote learning by stimulating teachers to clarify learning objectives, by motivating **students** to study, and by providing timely **feedback** to **students** as to whether they have or have not accomplished their learning objectives. But, what is usually not obvious to new faculty is how to construct exams to serve these additional functions effectively. This paper presents an innovative technique of constructing effective exams that satisfy the multiple functions of exams and, at the same time, minimize the frustration often associated with grading. These techniques are based on Bloom's taxonomy of educational objectives, Perry's model of intellectual development, and other pedagogical models. Examples of exam questions from thermodynamics are presented for illustration purpose. Also presented are techniques and tips which new faculty can use when returning exams in order to emphasize and focus on the constructive aspects of exam. A model exam-feedback-sheet is also introduced. These techniques can improve the overall exam experience for students and teachers. (Author abstract)

Descriptors: *Engineering education; Teaching; Thermodynamics
Identifiers: Bloom's taxonomy; Perry's model; Pedagogical models
Classification Codes:
901.2 (Education); 641.1 (Thermodynamics)
901 (Engineering Profession); 641 (Heat & Thermodynamics)
90 (GENERAL ENGINEERING); 64 (HEAT & THERMODYNAMICS)

8/5/4 (Item 3 from file: 35)
DIALOG(R)File 35:Dissertation Abs Online
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01807065 ORDER NO: AADAA-I9938490

Customer satisfaction and long-term firm value: The role of uncertain imitability

Author: Mazvancheryl, Sanal K.
Degree: Ph.D.
Year: 1999
Corporate Source/Institution: University of Michigan (0127)
Co-Chairs: Eugene W. Anderson; Claes G. Fornell
Source: VOLUME 60/07-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 2588. 162 PAGES
Descriptors: BUSINESS ADMINISTRATION, MARKETING ; BUSINESS
ADMINISTRATION, GENERAL
Descriptor Codes: 0338; 0310
ISBN: 0-599-39789-6

This paper investigates whether or not **customer satisfaction** is positively associated with firm financial performance, as well as the nature and extent of the association.

... literature is ambiguous on whether or not constructs like **customer satisfaction** are associated with long-term firm performance. The analytical part of this dissertation proposes a modeling framework based on the concept of uncertainty in innovation and imitation of satisfaction improving marketing activities (Lippmann & Rumelt, 1982; Telser, 1982) which shows that satisfaction differences can affect firm value and lead to differences in firm performance. The model also proves useful in developing hypotheses of how the satisfaction-firm value relationship should vary across product-market categories.

The hypotheses are tested using firm level satisfaction data, an appropriate measure of firm long-term value, Tobin's Q, as well as several independent control variables. Our findings suggest a positive and significant **association** between satisfaction and long- **term firm value**. We investigate the differences in the relationship across two product-market types: competitive vs. concentration industries and goods versus services. Finally, we discuss the importance and managerial implications of our results and outline future research issues.

8/5/18 (Item 17 from file: 35)
DIALOG(R)File 35:Dissertation Abs Online
(c) 2004 ProQuest Info&Learning. All rts. reserv.

935221 ORDER NO: AAD86-27446
AN INVESTIGATION OF THE EFFECTS OF COMPUTER FEEDBACK AND INTERSPERSED
QUESTIONS ON THE TEXT COMPREHENSION OF POOR READERS (COMPUTER-ASSISTED
INSTRUCTION (CAI))

Author: ELLIOT, BARBARA ANN

Degree: PH.D.

Year: 1986

Corporate Source/Institution: TEMPLE UNIVERSITY (0225)

Source: VOLUME 47/08-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 2971. 150 PAGES

Descriptors: EDUCATION, READING

Descriptor Codes: 0535

The purpose of this study was to investigate use of the microcomputer to enhance poor readers' comprehension of text. The study focused on two text-centered comprehension strategies, questions interspersed in text and immediate feedback, which were used in conjunction with computer-presented passages. The feedback capability of the computer was of primary interest, and was demonstrated by providing **feedback** regarding **students'** answers to interspersed questions. Poor readers were used as subjects because of indications from prior research that they are less able to organize text and to monitor their performance during reading than are good readers, suggesting that poor readers may benefit from externally-provided comprehension aids.

There were three experimental groups: (a) a text-only group which read computerized text without interspersed questions or feedback, (b) a group reading the text with interspersed questions, but without feedback, (c) a group receiving feedback in addition to interspersed questions.

Subjects were 66 sixth and seventh graders reading one to two years below **grade** level, who were randomly **assigned** to treatments. All subjects read 250- **word** expository passages, one science-related and one social studies-related. Re-reading of relevant portions of passages after answering interspersed questions was permitted. A cloze test and multiple-choice test consisting of factual and inferential questions were administered after each passage. The following relationship among groups was predicted for each of the four dependent variables (cloze, multiple-choice test, factual questions, inferential questions): Group 1 < Group 2 < Group 3. A series of four 3 (type of presentation) x 2 (type of passage) ANOVAS with repeated measures on passages was performed.

Study results failed to confirm the predicted relationships, as no significant differences were found among treatment groups for any of the dependent variables. Additional results showed that subjects did little re-reading of text and spent about half the time reading feedback as was expected. The latter finding may have contributed to the lack of significant results. It was concluded that poor readers will not

necessarily be motivated to read all material presented to them on a microcomputer. It was suggested that only game-like or other highly motivating comprehension-related CAI materials be used with poor readers and that effectiveness of such materials be researched further.

8/5/30 (Item 2 from file: 2)

DIALOG(R) File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

6076135 INSPEC Abstract Number: B9812-6210R-051, C9812-6130M-040

Title: Exploiting user behaviour in prefetching WWW documents

Author(s): El-Saddik, A.; Griwodz, C.; Steinmetz, R.

Author Affiliation: Dept. of Electr. Eng. & Inf. Technol., Darmstadt Univ. of Technol., Germany

Conference Title: Interactive Distributed Multimedia Systems and Telecommunication Services. 5th International Workshop, IDMS '98. Proceedings p.302-11

Editor(s): Plagemann, T.; Goebel, V.

Publisher: Springer-Verlag, Berlin, Germany

Publication Date: 1998 Country of Publication: Germany xv+326 pp.

ISBN: 3 540 64955 7 Material Identity Number: XX98-02124

Conference Title: Proceedings of 5th International Workshop on Interactive Distributed Multimedia Systems and Telecommunication Service

Conference Date: 8-11 Sept. 1998 Conference Location: Oslo, Norway

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: As the popularity of the World-Wide Web increases, the amount of traffic results in major congestion problems for the retrieval of data over wide distances. To **react** to this, **users** and browser builders have implemented various prefetching and parallel retrieval mechanisms, which initiate retrieval of documents that may be required later. This additional traffic is even worsening the situation. Since we believe that this will remain the general approach for quite a while, we try to make use of the general technique but try to reduce the destructive effects by retrieving less content which remains finally unread. In our user-specific prefetch mechanism, the prefetching system gathers references by parsing the HTML pages the user browses, identifies the links to other pages, and puts the words describing the links into a keyword list. If such a **word** was already present in the list, its **associated weight** is incremented. Otherwise it is added to the table and a weighting factor allocated. We have designed and implemented a client-based proxy-server with this mechanism. This paper shows the design and implementation of this prefetching proxy server, and presents results and general considerations on this technique. (14 Refs)

Subfile: B C

Descriptors: client-server systems; hypermedia; information retrieval;

multimedia communication; page description languages

Identifiers: user behaviour; prefetching; WWW documents; World-Wide Web;

traffic congestion; browser builders; parallel retrieval; document

retrieval; parsing; HTML pages; hypertext links; keyword list; weighting factor; client-based proxy-server

Class Codes: B6210R (Multimedia communications); C6130M (Multimedia);

C6150N (Distributed systems software); C6130D (Document processing

techniques); C7250R (Information retrieval techniques)

Copyright 1998, IEE

8/5/39 (Item 1 from file: 34)

DIALOG(R) File 34:SciSearch(R) Cited Ref Sci

(c) 2004 Inst for Sci Info. All rts. reserv.

Genuine Article#: 388GG Number of References: 14

Title: Do words evoke taste feelings ? A comparison between French, American and Vietnamese students

Author(s): Sauvageot F (REPRINT) ; Nguyen DH; Valentin D

Corporate Source: Univ Bourgogne, ENSBANA, 1 Esplanade Erasme, Campus

Univ/F-21000 Dijon//France/ (REPRINT); Univ Bourgogne, ENSBANA, F-21000
Dijon//France/

Journal: SCIENCES DES ALIMENTS, 2000, V20, N4-5, P491-522

ISSN: 0240-8813 Publication date: 20000000

Publisher: LAVOISIER ABONNEMENTS, 11 RUE LAVOISIER, F-75384 PARIS 08,
FRANCE

Language: French Document Type: ARTICLE

Geographic Location: France

Journal Subject Category: FOOD SCIENCE & TECHNOLOGY

Abstract: French students (150), American students (150) and Vietnamese students (180) participated in two successive tests to study whether certain words would elicit taste evocations. The first test was a free association test: Subjects had to write down on a sheet of paper what came spontaneously to their mind when reading a given word. The second test was a test of directed association: Subjects had to estimate numerically the association between a series of words and each of the four tastes: sweet, sour, salt and bitter. The results show considerable differences between the three groups of subjects, even though the general structural organization of the four tastes is somewhat similar for all groups. For example, the word strawberry is associated only very slightly with the taste sweet for French subjects whereas it is associated very strongly with sweet for American subjects: it obtains a **score** comparable with the **word** honey. For Vietnamese subjects, this **word** is also **associated** strongly with sweet, but even more with acid. These results can be explained by differences in both food behavior and life experience. The results also can explain why certain interactions between odors and tastes appear in one culture but not in another.

Keywords--Author Keywords: taste ; odour ; cross-culture differences ;
evocation ; association ; evocation

Keywords--KeyWord Plus(R): ODOR

References:

- BURDACH KJ, 1987, V41, P353, PHYSIOL BEHAV
CLARK CC, 1994, V19, P538, CHEM SENSES
CLIFF M, 1990, V55, P450, J FOOD SCI
COLLINS AM, 1975, V82, P407, PSYCHOL REV
FRANK RA, 1993, V54, P343, PERCEPT PSYCHOPHYS
FRANK RA, 1988, V13, P445, CHEM SENSES
GILLAN DJ, 1983, V33, P183, PERCEPT PSYCHOPHYS
ISHII R, 1987, V12, P37, CHEM SENSES
JOHNSON JL, 1982, V45, P601, J FOOD PROTECT
PRESCOTT J, 1999, V10, P349, FOOD QUAL PREFER
SCHIFFERSTEIN HN, 1996, V94, P87, ACTA PSYCHOL
SHAFFER G, 1990, V15, P638, CHEM SENSES
VILLANUEVA RSJ, 1997, THESIS U BOURGOGNE E
YEH LL, 1998, V9, P413, FOOD QUAL PREFER

8/5/41 (Item 3 from file: 34)

DIALOG(R)File 34:SciSearch(R) Cited Ref Sci

(c) 2004 Inst for Sci Info. All rts. reserv.

03713513 Genuine Article#: PZ945 Number of References: 13

Title: FIELDLED MACHINE LEARNING-SYSTEM FOR VOCATIONAL COUNSELING

Author(s): KJELLIN H; BOMAN M

Source: UNIV STOCKHOLM, DEPT COMP SCI & SYST/S-16440

SWEDEN/; ROYAL INST TECHNOL/S-16428 KISTA//SWEDEN/

APPLIED ARTIFICIAL INTELLIGENCE, 1994, V8, N4 (OCT-DEC), P543-563

03713514

Language: ENGLISH Document Type: ARTICLE

Geographic Location: SWEDEN

Subfile: SciSearch; CC ENGI--Current Contents, Engineering, Technology &
Applied Sciences

Journal Subject Category: COMPUTER SCIENCE, ARTIFICIAL INTELLIGENCE;
ENGINEERING, ELECTRICAL & ELECTRONIC

Abstract: A fielded machine learning system for vocational counselling is presented in which learning is based on adjustments of weights on links in a network. The system exemplifies how a specific representation,

consisting of **weights assigned** to associations between **keywords** , enables the effective use of machine learning algorithms for acquiring and continually refining domain knowledge. The representation is designed for coping with the types of knowledge that can be found in weak theory domains, that is, knowledge too difficult to formalize because it is incomplete or vague. Knowledge acquisition and knowledge refinement processes are automated in order to efficiently decrease the effect of unreliable knowledge caused by unknown or unspecified biases inherent in the knowledge sources. The knowledge acquisition algorithms presented here are capable of coping with incomplete and vaguely defined domain knowledge. The knowledge refinement algorithms are used on-line to enable a continuous refinement of ill-defined domain knowledge.

19/5/3 (Item 3 from file: 8)
DIALOG(R)File 8:Ei Compendex(R)
(c) 2004 Elsevier Eng. Info. Inc. All rts. reserv.

03559180 E.I. Monthly No: EIM9302-007609

Title: **User evaluations of MIS success: what are we really measuring?.**
Author: Goodhue, Dale L.
Corporate Source: Univ of Minnesota, USA
Conference Title: Proceedings of the 25th Hawaii International Conference
on System Sciences
Conference Location: Kauai, HI, USA Conference Date: 19920107
E.I. Conference No.: 16959
Source: Information Systems Proceedings of the Hawaii International
Conference on System Science v 4. Publ by IEEE, Computer Society, Los
Alamitos, CA, USA. p 303-314
Publication Year: 1992
CYPEN: PHISD7 ISSN: 0073-1129 ISBN: 0-8186-2440-X
Language: English
Document Type: PA; (Conference Paper) Treatment: X; (Experimental); L;
(Review/Bibliography)
Indexing: Announcement: 9302

Abstract: Many empirical studies in MIS literature ask users for their evaluations of systems as a measure of IS success. These **user** evaluations are variously called **user** attitudes, information **satisfaction**, MIS appreciation, information channel disposition, **value**, usefulness, etc. Do all these **terms** refer to the same underlying construct? If there are different constructs, what are they, and which instruments cover which constructs? There has been no clear discussion in the literature comparing these different measures, and no framework has been developed by which to compare them. MIS researchers are faced with some confusion about how to compare results across studies, and a lack of guidance in choosing an appropriate instrument for new empirical work. Here a theoretical framework is presented showing the critical constructs which lead in a causal fashion from systems and their characteristics to performance impacts at the individual level. This allows us to more clearly define and contrast the various user evaluation constructs, and to develop guidance for researchers contemplating employing them. (Author abstract) 64 Refs.

Descriptors: *MANAGEMENT INFORMATION SYSTEMS; SYSTEMS SCIENCE; DATA PROCESSING; EVALUATION

Identifiers: USER ATTITUDES; INFORMATION SATISFACTION; INFORMATION CHANNEL DISPOSITION

Classification Codes:

723 (Computer Software); 812 (Ceramics & Refractories)

81 (COMPUTERS & DATA PROCESSING); 81 (CHEMICAL PROCESS INDUSTRIES)

19/5/8 (Item 5 from file: 35)
DIALOG(R)File 35:Dissertation Abs Online
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01778082 ORDER NO: AADAA-I9992200

**Emotion recognition, social skills and adult
Attention-Deficit/Hyperactivity Disorder**

Author: Friedman, Sara R.

Degree: Ph.D.

Year: 2000

Corporate Source/Institution: Wayne State University (0254)

Adviser: Lisa Rapport

Source: VOLUME 61/10-B OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 5561. 83 PAGES

Descriptors: PSYCHOLOGY, CLINICAL

Descriptor Codes: 0622

ISBN: 0-599-99938-1

Attention Deficit Hyperactivity Disorder (ADHD) is currently conceptualized as consisting of chronic symptoms of impulsivity, inattention, and hyperactivity that interfere with an individual's ability to function in multiple domains of his/her life and arise early in life

(American Psychiatric Association, 1994). One theorist who has significantly influenced the current conceptualization of ADHD is Russell Barkley (1993; 1994a; 1994b; 1995; 1997), who proposed that the primary deficit present in ADHD is executive in nature, and involves deficits in the ability to inhibit responding. Barkley's model predicts deficits in the performance of social skills when competing responses exist, but he specifically predicted no deficits in the ability to accurately recognize and label the emotions displayed by others. In addition to deficits in the ability to delay responding, adults with ADHD are known to have significantly more problems with interpersonal problems and employment than do controls. However, to date, few studies have systematically examined the basis for the social/emotional problems faced by ADHD adults, especially those over age 30.

This study compared the performance of 33 adults with ADHD to 43 non-ADHD controls on measures of emotion recognition, social skills, and verbal responses to videotaped interpersonal interactions. Self-reports by ADHD adults indicated that they view themselves as less socially skilled, particularly in the areas of social expression and social control; yet, at the same time, they endorsed having greater sensitivity toward violations of social norms than did their non-ADHD counterparts. Expressive deficits also were observed in the actual verbal output of these individuals, who used fewer **emotion words** to describe **emotional** scenes and **scored** higher on a measure of alexithymia, yet rated the emotions they witnessed as more intense, than did non-ADHD controls. In contrast to Barkley's prediction, receptive deficits were observed on tasks of emotion recognition, despite equivalent abilities in facial recognition and general visuospatial functioning. Despite displaying receptive deficits, the ADHD group viewed themselves as being more socially sensitive than did the control group. These findings have implications for the assessment and treatment of adults with ADHD that may focus on improving both psychosocial functioning and quality of life.

19/5/43 (Item 1 from file: 202)

DIALOG(R)File 202:Info. Sci. & Tech. Abs.

(c) 2004 EBSCO Publishing. All rts. reserv.

3700063

Testing out the enemy: taking a closer look at Questia.com.

Author(s): Norlin, Elaina; Travis, Tiffini

Editor(s): Nixon, Carol; Burmood, Jennifer

Corporate Source: University of Arizona, Tucson, AZ ; California State University, Long Beach, CA

Publication Date: 2001

ISBN: 1-57387-139-7 Pages: 127

Conference Title: Internet Librarian 2001: Collected Presentations

Conference Location: Pasadena, CA

Conference Date: November 6-8, 2001

Publisher: Information Today, Inc.

Publisher URL: <http://www.infotoday.com>

Language: English

Document Type: Conference Paper

Record Type: Abstract

Journal Announcement: 3701

Questia.com has started to market their information products and services directly to undergraduate students, spawning numerous library discussions and evaluations of the Questia.com product. Many information professionals have personally evaluated the services, and either deem it to be successful and a threat, or an ultimate failure. Reports on a usability study in which students evaluated Questia.com and compared it with two large university library Websites to determine which was easier to use. Findings show that Questia consistently **scored** high in **terms** of navigation and **user satisfaction**, and also indicate a number of improvements that libraries can adopt to improve the usability of their own sites using the design features employed by Questia.

Keywords: Information services; Usability; User satisfaction; User

studies

Classification Codes and Description: 1.5 (User behavior and uses of information systems); 8.1 (Information searching and retrieval systems and services)

Main Heading: Information Science Research; Electronic Information Systems and Services

19/5/45 (Item 1 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

6291907 INSPEC Abstract Number: B1999-08-0120-024, C1999-08-7810C-049

Title: Predictors of satisfaction for distance learners: a study of variable conditions

Author(s): Boverie, P.; Nagel, L.; McGee, M.; Garcia, S.

Author Affiliation: Organ. Learning & Instructional Technol. Program, New Mexico Univ., Albuquerque, NM, USA

Journal: SIGCUE Outlook vol.26, no.2 p.2-7

Publisher: ACM,

Publication Date: April 1998 Country of Publication: USA

INDEX: SIOUEG ISSN: 0893-2999

REF: 1999(199804)26:2L:2:PSDL;1-A

International Identity Number: J984-1999-005

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: A comprehensive review of the literature on distance teaching (Dillon and Walsh, 1992) identifies factors such as social presence and audience characteristics as potentials for future study. It was the goal of this study to fill the existing gap and provide further insight into what learner characteristics are necessary for optimal student satisfaction in a distance education course. The purpose of this study was to examine elements of learning strategies, learning styles, emotional intelligence and social presence as predictors of distance education student satisfaction. The primary research questions were: (1) is student satisfaction with a tele-education course dependent upon preferred learning strategies, learning style, emotional intelligence, or social presence; (2) are student projected outcomes (in terms of expected course grade) dependent upon the above factors; (3) is there a difference between graduate students and undergraduates with regard to question 1; and (4) is there a difference with regard to question 1 between students who take a regular 16 week course versus a weekend course. (13 Refs)

Subfile: B C

Descriptors: distance learning; educational courses; human factors; psychology; social aspects of automation; teleconferencing

Identifiers: distance learners; variable conditions; distance teaching; social presence; audience characteristics; learner characteristics; optimal student satisfaction predictors; distance education course; learning strategies; learning styles; emotional intelligence; tele-education course; projected outcomes; graduate students; undergraduates; weekend course

Indexing: B0120 (Education and training); B6210P (Teleconferencing);

C0240 (Computer-aided instruction); C0240 (Ergonomic aspects of computing); X230 (Economic, social and political aspects of computing)

Copyright 1999, IEE

19/5/49 (Item 1 from file: 94)

DIALOG(R)File 94:JICST-Eplus

(c)2004 Japan Science and Tech Corp(JST). All rts. reserv.

93/14755 JICST ACCESSION NUMBER: 97A0639859 FILE SEGMENT: JICST-E

Recognition of facial expressions and biological motion.

YAMAZAKI NAOYUKI (1); SATO TAKAO (1)

Univ. of Tokyo, Grad. Sch.

Eizo Joho Media Gakkai Gijutsu Hokoku, 1997, VOL.21,NO.33(HIR97 39-59/NIM97 34-54), PAGE.131-136, FIG.5, REF.6

JOURNAL NUMBER: S0209ABW ISSN NO: 1342-6893

UNIVERSAL DECIMAL CLASSIFICATION: 591.185.05+591.48+
LANGUAGE: Japanese COUNTRY OF PUBLICATION: Japan
DOCUMENT TYPE: Journal
ARTICLE TYPE: Original paper
MEDIA TYPE: Printed Publication

ABSTRACT: Johansson(1973) showed that human movements such as walking can be recognized from a small number of dots fixed at various parts of the body(biological motion). We investigate whether **people** can also recognize facial **expressions** of **emotion** from movement of a small **number** of dots and the roll of motion information on recognition of facial expressions. Our results reveal that motion of as few as 18 dots attached to appropriate locations on a human face provides sufficient information to recognize facial expressions. (author abst.)
DESCRIPTORS: emotion; motion perception; face(body region); photic stimulation; visual perception; visual recognition
BROADER DESCRIPTORS: perception; head(body region); body region; photic stimulation; stimulation; recognition
CLASSIFICATION CODE(S): EJ13040X

19/5/50 (Item 2 from file: 94)
DIALOG(R) File 94:JICST-EPlus
(c)2004 Japan Science and Tech Corp(JST). All rts. reserv.

02273539 JICST ACCESSION NUMBER: 95A0126042 FILE SEGMENT: JICST-E
Mental Health of Adolescent Students with Negative Feelings Toward School.
NAGAI YOKO (1); KANO YUKIKO (1); OTA MASATAKA (2); SHIKIBA NORIKO (3)
(1) Univ. of Tokyo, Univ. Hosp.; (2) Tokyo Gakugei Univ.; (3) Shikibabyoin
Jido Seinen Seishin Igaku to Sono Kinsetsu Ryoiki(Japanese Journal of Child
and Adolescent Psychiatry), 1994, VOL.35,NO.3, PAGE.272-285, FIG.20,
TBL.8, REF.31

JOURNAL NUMBER: Z0387BBF ISSN NO: 0289-0968
UNIVERSAL DECIMAL CLASSIFICATION: 613.86
LANGUAGE: Japanese COUNTRY OF PUBLICATION: Japan
DOCUMENT TYPE: Journal
ARTICLE TYPE: Original paper
MEDIA TYPE: Printed Publication

ABSTRACT: A mental health survey of school children using an unsigned questionnaire was conducted in 1988. The subjects were students in the 6th grade of elementary school; the first, second and third years of junior high school; and the second year of senior high school. The schools were selected of random from three districts in Aichi Prefecture-the capital city, urban and rural areas. The subjects (total 11,187) were evenly distributed in **terms** of **grade** and gender. Two **groups** of **students** were distinguished; those who had negative **feelings** toward school (GNF) and those who had positive feelings(GPF). The following results were obtained: (1) The percentage of students in the GNF was 10.3%. The percentages of students in the GNF for elementary and junior high school were the same as in the 1982 nationwide survey conducted by the Gakko-hokkenkai, whereas the percentage for senior high school was less in our survey. A comparison of the 28 items common to the two surveys showed an increase in the percentage answering "yes" to the item concerning aggressive feelings and to the items about physical discomfort. There was a significantly high increase statistically among junior high school boys for the latter items. (2) The GNF students often complained of depressive feelings. The ratio of those in a depressive state in this group was estimated to be boys, 25.5% and girls, 41.7%. (3) In addition to the depressive feelings noted in students who refuse to attend school, such physical discomforts as insomnia, loss of appetite, headache and stomachache also were more frequent among the students in the GNF. Therefore, GNF students are assumed to be a high-risk group for future refusal to attend school. (4) No strong relationship was found between "negative feelings toward school" and worries over entrance examinations and progress in school work. (abridged author abst.)
DESCRIPTORS: mental health; human(primates); puberty(human); school; feeling(psychology); depression(symptom); sexual specificity; school refusal; human relations; family relation

BROADER DESCRIPTORS: public health; hygiene; growth stage; emotional disturbance; disorder/trouble/obstacle; mental manifestation; symptom; disease; biological comparison; comparison; child behavior disorder; adjustment disorder; mental disorder
CLASSIFICATION CODE(S): GR050000

19/5/58 (Item 4 from file: 6)
DIALOG(R) File 6:NTIS
(c) 2004 NTIS, Intl Cpyrght All Rights Res. All rts. reserv.

0918901 NTIS Accession Number: AD-A058 430/0/XAB

The Relationship between Organizational Feedback Mechanisms, Employee Use, and Organizational Outcomes

(Doctoral thesis)
Duncan, S. S.
Air Force Inst of Tech Wright-Patterson AFB Ohio
Corp. Source Codes: 012200
Report No.: AFIT-CI-78-59
May 78 118p
Document Type: Thesis
Journal Announcement: GRAI7825

Order this product from NTIS by: phone at 1-800-553-NTIS (U.S. customers); (703)605-6000 (other countries); fax at (703)321-8547; and email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road, Springfield, VA, 22161, USA.

NTIS Prices: PC A06/MF A01

This exploratory study examines questions of feedback system use and its impact on employees and organizations. Four such mechanisms were examined: a telephonic complaint channel, letters sent to the editors of employee newspapers, complaints voiced through interpersonal communication with an organizational ombudsman, and a job improvement suggestion program. Each system was evaluated in terms of individual perceived value, actual use, and derived satisfaction from system use. In addition, the utilization of these systems was associated with organizational stability and effectiveness variables. Major findings in this study are: 1) The inspector general system, an ombudsman channel, is highly valued, carries messages perceived as significant, and has the greatest apparent impact on unit stability and effectiveness. 2) Neither the telephone nor the newspaper channels appeared to have any significant relationship with unit stability and effectiveness. 3) Unit effectiveness appears positively related to unit absenteeism. It appeared inversely related to unit attendance at military sick-call.

Descriptors: *Management; *Personnel management; *Communications networks; *Employee relations; *Feedback; Impact; Government employees; Industrial personnel; Organizations; Air Force research; Questionnaires; Surveys; Air Force personnel; Stability; Newspapers; Systems analysis

Identifiers: Inspector general; Sick call; Telephonic complaint channel; Theses; NTISDODXA

Section Headings: 70D (Administration and Management--Personnel Management, Labor Relations, and Manpower Studies)

19/5/72 (Item 3 from file: 583)
DIALOG(R) File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

09185013
Bei Optikern und Apothekne sit der Kunde K6nig
GERMANY: CUSTOMER SATISFACTION ON THE RISE
Handelsblatt (HT) 29 Oct 1999 p.17
Language: GERMAN

Customer satisfaction in Germany is as high as never before. According to a study conducted by Service Barometer, 16 of the 47 examined industries have reached their so far best rating. Best ratings were also reported in terms of friendliness and price-performance ratio. Customers are most satisfied with opticians, pharmacies and hairdressers while they are

least satisfied with church offices and church communities, railway stations, long-distance and regional railway transport services and the police. There is a tendency showing that customers are more satisfied with small and medium-sized companies than with large companies.